

REQUEST FOR PROPOSALS

RFP NUMBER: 0A1039
DATE ISSUED: December 22, 2008

The State of Ohio, through the Ohio Department of Administrative Services, for the Ohio Department of Public Safety, Bureau of Motor Vehicles is requesting proposals for:

OHIO PUBLIC LICENSING ACCESS THROUGH ELECTRONIC SERVICES (OPLATES)

FOR INTERNET & VOICE RESPONSE SYSTEM VEHICLE REGISTRATION RENEWALS AND ORDERING OF SPECIAL PLATES

INQUIRY PERIOD BEGINS: December 22, 2008
INQUIRY PERIOD ENDS: January 20, 2009
OPENING DATE: February 6, 2009
OPENING TIME: 1:00 P.M.
OPENING LOCATION: DEPARTMENT OF ADMINISTRATIVE SERVICES
GENERAL SERVICES DIVISION
I.T. PROCUREMENT SERVICES
ATTN: BID DESK
4200 SURFACE ROAD
COLUMBUS, OH 43228-1313

PRE-PROPOSAL CONFERENCE DATE: January 21, 2009
ODPS Headquarters, the Shipley Building,
Room 134, Motorcycle Training Room,
1970 West Broad Street,
Columbus, Ohio 43223

This RFP consists of five parts and ten (10) attachments, totaling 133 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 Ohio Department of Administrative Services to solicit competitive sealed proposals (“Proposals”) for the Ohio Public Licensing Access through Electronic Services (OPLATES) (the “Work”), and this RFP is the result of that request.

If a suitable offer is made in response to this RFP, the State of Ohio (the “State”), through the General Services Division, 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.

The ODPS is acquiring a vehicle registration and driving record abstract(s) services with this RFP. The ODPS is requesting the option to acquire reinstatement fee payment processing services with this RFP. The State shall own the source code of all software used to provide services under this Contract, excluding third party commercial materials, and the right to use and modify such code to meet the State’s needs of this Contract and all renewals. However, if the State determines the Contractor is unable to fulfill the requirements of the Contract, the State shall have the right, in addition to the remedies outlined elsewhere in this Contract, to continue to use the system, including proprietary, pre-existing, and commercial software and products, for the remainder of the term of the Contract including any extensions specified in this RFP.

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.

The Contractor will only be paid on successful processed transactions beginning on July 1, 2009. 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, 2011, whichever is sooner. The State may renew this Contract for up to (four) 4 additional one-year 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 the Ohio Department of Public Safety (ODPS), Bureau of Motor Vehicles (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 (ADM), Emergency Management Agency (EMA), Emergency Medical Services (EMS), Homeland Security (HLS), Ohio State Highway Patrol (OSHP), Ohio Investigative Unit (OIU), Office of Criminal Justice Services (OCJS), and the Bureau of Motor Vehicles (BMV).

The Administration Division makes it possible for the agency to operate smoothly. Some areas under Administration include Information Technology, Human Resources, Fiscal Services, and Business Services.

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 Emergency Medical Technicians (EMTs) are properly trained, educated, and prepared for emergency situations.

Homeland Security was established as a division within the Ohio Department of 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 Ohio State Highway Patrol keeps Ohioans safe by attempting 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 Ohio 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 licensing and reinstatements, and motor vehicle licensing and registration, along with maintaining traffic records. This includes the responsibility for the website and Interactive Voice Response system (OPLATES.com), which many Ohioans use to renew vehicle registrations and perform other business transactions.

Anyone in Ohio who owns a motor vehicle must, on a yearly basis and within ninety (90) days of the previous registration expiring, renew their vehicle registration. The Ohio Revised Code, Section 4503.102, requires a centralized system of motor vehicle registration renewal by mail or electronic means. Vehicle registrations may also be renewed at a Customer Service Center or Deputy Registrar office. This process has been in effect since February 1988.

Within forty-five (45) days prior to the expiration date of a vehicle registration, a renewal notice is mailed to the vehicle's registered owner. The renewal notice is preprinted with information including but not limited to the owner's name and residence address, a description of the vehicle, taxes and fees due, and a toll-free telephone number. The vehicle owner submits an application to renew the registration by returning the form via United States Postal Service (USPS) mail with address changes or updates, or the owner may return the form to a nearby deputy registrar office, or they may renew on-line or through through the Interactive Voice Response system OPLATES.

Registration renewal application taken to a Deputy Registrar office are processed immediately at the office; renewals received through the mail or OPLATES are printed at the Ohio Department of Public Safety and mailed to the vehicle owner.

Upon the request of any customer accompanied by a nonrefundable fee, the Bureau of Motor Vehicles provides the customer with a certified abstract of their Ohio driving record. The driving record abstract will reflect all violations and accidents the customer was involved in within the last three (3) years.

Certified driving record abstracts are available at Deputy Registrar's Offices, Reinstatement Offices, or through the mail. Driving record abstract requested at Deputy Registrar's Offices or Reinstatement Offices are processed immediately and given to the customer. Driving record abstracts requested through the mail are printed at Ohio Department of Public Safety and mailed to the customer.

If an Ohio driver is convicted of a motor vehicle offense and their driving privileges are suspended, the driver may be required to pay a reinstatement fee(s). This fee could range from \$15.00 to \$550.00 depending on the suspension type. Before the customer's driving privileges can be reinstated, all reinstatement requirements must be met. This may include paying the reinstatement fee(s).

Customers can pay their reinstatement fee(s) at the Reinstatement Offices or through the mail. If paid at a Reinstatement Office and all other requirements have been met, the customer may proceed to the Deputy Registrar Office to purchase their license. If all requirements have not been met, the customer would be advised of any remaining requirements via the Notification/Reinstatement Requirement letter BMV 2006 (see Supplement 15). If payment remitted via mail and all other requirements have been met, the customer would receive notification via the mail to proceed to the Deputy Registrar Office to purchase their license. If payment remitted via mail and not all requirements have been met, the customer would be advised of any remaining requirements via the Notification/Reinstatement Requirement letter BMV 2006

The Ohio Department of Public Safety (ODPS), Bureau of Motor Vehicles (BMV) would like to procure Internet Web services and an automated interactive voice response service to renew vehicle registrations, order special license plates, order replacement registration stickers, order a replacement registration document, request driving record abstract(s) and pay reinstatement fee(s). The State has an existing contract for Internet and Interactive Voice Response systems for the vehicle registration activities only. The contract with the existing outsourced hosting Contractor expires June 30, 2009. The State seeks to replace the existing service at that time.

The services provided as a result of the current contract include payment acceptance by the Contractor. The Contractor uses State approved payment methods for Internet and automated interactive voice response transactions. The approved payment methods are credit cards, debit cards, and electronic checks through the Automated Clearing House (ACH). The State currently has a contract with Fifth-Third bank to process credit card transactions and Key Bank to process ACH transactions.

The current statewide volume of annual registration renewals is approximately 12.1 million, driving record abstracts was approximately 130,000, and reinstatement fees processed for 2007 was approximately 76,800. The first full year of operation for the Internet and Interactive Voice Response renewal process was 2001. The statistics for the past two full calendar years are included in Supplement 9. Obtaining driving record abstracts and processing reinstatement fee(s) payments via OPLATES are new requirements and the State cannot accurately estimate the number of transactions.

The transaction volumes listed above and included in Supplement 9 are for discussion and informational purposes only. The State cannot accurately predict the volume of transactions nor can the State be held responsible for changes in the volume of transactions in any category.

Customer Options

Ohio residents have various options for renewing their vehicle registrations, requesting driving record abstract(s) and paying their reinstatement fee(s) with the Bureau of Motor Vehicles. The registration can be renewed in person at any of approximately two hundred seventeen (217) Deputy Registrar locations throughout Ohio, at the State's main office in Columbus, Ohio, through the mail with processing centrally at the State's main office in Columbus, Ohio, or using the current OPLATES Internet and Interactive Voice Response systems. There are over twelve (12) million vehicles registered in Ohio. Supplement 9 contains a matrix of the number of credit card transactions and Automated Clearing House (ACH) transactions completed using the OPLATES process for each calendar year. Since 2004, residents have had the ability to renew annually or biennially. Currently, Driving Record Abstract(s) may be obtained at any of the Deputy Registrar locations throughout Ohio, the State's main office in Columbus, Ohio, the six (6) Reinstatement Offices and through the mail. Reinstatement Fee(s) can be processed through the mail or the six (6) Reinstatement Offices located throughout Ohio.

Renewal Process

The Ohio vehicle registration renewal process begins with a weekly pull of data for registrations expiring approximately sixty (60) days in the future. A mail renewal notice is generated and mailed to the vehicle

owner (See Supplement 2). The renewal notice includes the appropriate fee(s) for the transaction for processing through the mail or in person as well as detailed instructions on how to complete the process. The Internet and Interactive Voice Response system fees emulate the mail renewal fees.

Special Plate Ordering

Selling of plates with a special sequence of characters and organizational plate designs are available through the OPLATES (OPLATES.com) process. (Note: Special Plates can be ordered at any time within or outside of a renewal period) The customer is able to enter the sequence of characters they desire and an on-line inquiry is generated and will return an electronic response as to whether or not the sequence is available. If available, the customer interacts with the system to pay the proper fees and order the plate. This includes specifying standard plate design or organizational plate designs such as collegiate, environmental, etc. The order will be processed over night and forwarded (next business day) to the Ohio Penal Industry for manufacture and shipping of the plates. The Ohio Penal Industry will produce and mail the plates the plates to the customer. The Bureau of Motor Vehicles mails the Registration document and validation sticker. The customer pays the accompanying postage.

Other Transactions

In addition to other Registration renewals and Special Plate transactions, OPLATES must also offer the following transactions to the customer:

- Replacement Registration Card
- Replacement Plates
- Replacement Stickers
- Replacement Plates and Stickers
- Check Registration Status
- Lease Vehicles (Registration, renewals includes ordering special plates)
- Fleet Vehicles (Bulk registration, plate renewal, no special plates)
- Special Plates Lookup Feature
- Power of Attorney, Frequently Asked Questions and Exchanges

Payment Processes

For the purposes of this Request for Proposal document, the following definitions apply:

Payment – This term applies to the method in which OPLATES financial transactions are processed. The OPLATES Internet and Interactive Voice Response systems must accept credit cards, debit cards, and Automated Clearing House (ACH) as approved payment methods.

Credit Cards – This term applies to the approved credit cards that must be accepted by OPLATES and their corresponding debit cards. The credit/debit cards that must be accepted by OPLATES are Visa, Mastercard, American Express, and Discover Card. Debit Cards must be processed using the same method as credit cards.

Credit Card Process

The Treasurer of the state of Ohio has selected a Merchant Card/Financial Processing Service for State government, Fifth Third Bank, with Vital as their front-end credit card processor. The Contractor must use the Treasurer of the State of Ohio's selected provider. The State of Ohio's contract with the current credit card merchant, Fifth Third Bank, expires June 30, 2009. In the event that the Treasurer of State's provider changes July 1, 2009, the Contractor awarded this contract must work with the firm selected by the Treasurer of the State of Ohio as the new provider of merchant card/financial processing service for State government at no additional cost. Once the customer has entered their credit card number, the customer must be required to re-enter their credit card number. The credit card number entries must match before the customer may proceed.

Credit Card Security Standards

The Contractor's proposed system must be in compliance with all applicable Payment Card Industry Data Security Standards (PCIDSS), Cardholder Information Security Program (CISP) standards and any

future revisions or modifications thereto. The Contractor is responsible for maintaining this compliance throughout the term of the Contract and any extensions to this Contract at no additional cost to the state of Ohio. The Contractor's proposed system must be in compliance with applicable banking industry, merchant bank, payment card standards, and government laws/rules regarding on-line payments, and on-line data security. The Contractor shall comply with all the future rules and regulations set by the PCIDSS Security Standards Council at no additional charge to the State of Ohio.

Automated Clearing House (ACH) Process

The OPLATES must request entry of checking account information by the customer. A "sample" check must be displayed with the routing number and the account numbers circled and labeled/identified. Once the customer has entered their account and routing numbers, the customer must be required to re-enter the account and routing numbers again. The account and routing numbers must match the first and second entries by the customer before the customer is allowed to proceed. The OPLATES must batch all ACH transactions for each day into a file to be sent to the State's selected bank. The Bureau of Motor Vehicles contacts the bank using the Passkey automated deposit verification system to verify that the file amount matches the OPLATES ACH collect report. Once the amount has been verified, the OPLATES provides the Bureau of Motor Vehicles with the ability to "settle" (reconcile) the batch using an online menu option.

Key Bank is the State of Ohio's current merchant for ACH transactions. The Contractor must use Key Bank for ACH transactions. In the event that the State's merchant for ACH transactions changes during the term of this Contract, the Contractor awarded this Contract must work with the firm selected as the new merchant for ACH transactions at no additional cost. The current contract expires 06/30/2010. The Treasurer's Office for the State of Ohio is the procurement office and will award new contracts associated with ACH transactions. The Contractor's proposed system must be in compliance with all applicable banking industry, merchant bank, payment card standards, and government laws/rules regarding on-line payments, and on-line data security.

Finalizing Bank Settlement Processes at the end of the Contract

Although this Contract will end on June 30, 2011 (earliest) or June 30, 2015 (latest), the Contractor must complete all data transmissions and functions required to fully complete bank settlement processes for both credit/debit cards and ACH transactions that were initiated by customers during the contract period.

Current Computer Systems

Motor Vehicle Registration System - The Ohio Department of Public Safety, Bureau of Motor Vehicles computer system consists of a Unisys CS7802. This computer utilizes a Unisys proprietary OS2200 operating system supporting most of the Bureau of Motor Vehicle's data including a mainframe vehicle registration database. The Unisys system uses Tuxedo, On-line Transaction Processing (OLTP), and other products to permit web access to legacy data under the OS2200 operation system. The equipment is housed in a state facility in Columbus, Ohio. The Unisys CS7802 Clearpath machine is networked using TCP/IP. The Registration System is being migrated to n-tier architecture. The migration is approximately forty five percent (45%) complete. The Contractor must support reasonable testing during the migration process.

Database Migration:

This Ohio Department of Public Safety has begun a database migration in a three (3) phase process which involves movement from the current system hierarchical (Data Base) to a relational database to a final database which is a SQL Server (n-tier architecture).

The Ohio Department of Public Safety will establish a unique key database reducing redundancy in the storage process. Access storage data is tied together by unique keys that tie the informational data together. This process improves efficiency by reducing redundancy and increases access speed. The effort allows a final database application infrastructure as given below.

The Ohio Department of Public Safety currently uses Microsoft Windows 2000/2003 Servers as its application server platform. The Ohio Department of Public Safety also utilizes Unisys Mainframe 7800 series technology and high end server technology in the form of Unisys ES7000's.

For Internet/Intranet applications, the Ohio Department of Public Safety requires n-tier architecture containing hardware load balance web farm for the presentation tier, a hardware load balance application/business tier and Microsoft 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.

Current Contractor Hardware/Software Status relative to Current System: Ohio Public Licensing Access Through Electronic Services (OPLATES) System - All hardware for the current OPLATES Web hosting and Interactive Voice Response Systems is owned by the current Contractor and housed at facilities provided by the Contractor. All software code used for the current OPLATES Web hosting and Interactive Voice Response Systems is under the cognizance and control of the current contractor and cannot be made available to a new proposing offeror by the State during the term of the current contract.

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:

- Web hosting of an Internet application for the renewal of vehicle registrations (i.e. owned, fleet and leased) similar to the existing OPLATES process.
- Web hosting of an Internet application for the driving record abstract(s).
- Web hosting of an Internet application for reinstatement fee(s).
- Web hosting of an Internet application for the ordering of special plates (i.e. owned and leased only, not fleet). This includes specific character sequences and special design plates such as Lake Erie, Collegiate, Scenic Rivers, etc.
- Web hosting of Internet applications for vehicle registration renewal (i.e. owned and leased only, not fleet), special plate ordering, driving record abstract(s), and reinstatement fee(s) available online in both English and Spanish versions.
- Web hosting of an Internet 'live chat' application for the vehicle renewal registration (i.e. owned, fleet and leased), special plate ordering and driving record abstract(s) systems in English only.
- An Interactive Voice Response system for the renewal of vehicle registrations, driving record abstract(s) and reinstatement fee(s) similar to the existing OPLATES registration process.
- The web hosted applications and Interactive Voice Response System must each be available a minimum of ninety nine percent (99%) of time over any given thirty (30) day period.
- The web hosted application or Interactive Voice Response System must not be out of service more than four (4) hours in a twenty-four (24) hour period. (For any reason: includes system checks and updates)
- Response times for OPLATES require minimal wait time for customers (users) of the systems. Average response times for Web hosted applications using a 56kb modem must be less than ten (10) seconds for complete screen paint for screens not requiring database lookups. Database lookup screens must take no longer than twenty (20) seconds.
- Response times for all of these systems require minimal wait time for customers (users) of the systems. Average on hold times for the Interactive Voice Response system must be no more than sixty (60) seconds.
- The systems debit/credit/refund functions must have the authorization/selectivity capability to limit interface to selected employees, including manual keying of credits and debits.
- Provide a separate testing environment for the Ohio Department of Public Safety business units to adequately test changes in the system before going live.

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.

For the purposes of this RFP, the following definitions apply:

- A. CUSTOMER TRANSACTION – Each time a customer renews, orders a logo/personalized plate or orders replacement plates, stickers, and registrations for one vehicle in the OPLATES Internet /IVR System they are charged a deputy fee plus any other related fees. Each renewal is considered one transaction. However, a customer can order multiple vehicle renewals at one time from the Internet and IVR, and charged one (1) total fee for all multiple vehicle renewals.

Each time a customer requests driving records abstract(s) in the OPLATES Internet/IVR System they will be charged a deputy fee plus any other related fees. Each request would be considered one (1) transaction. However, a customer could order multiple driving record abstracts at one time from the Internet and IVR System, and charged one (1) total fee for all multiple requests.

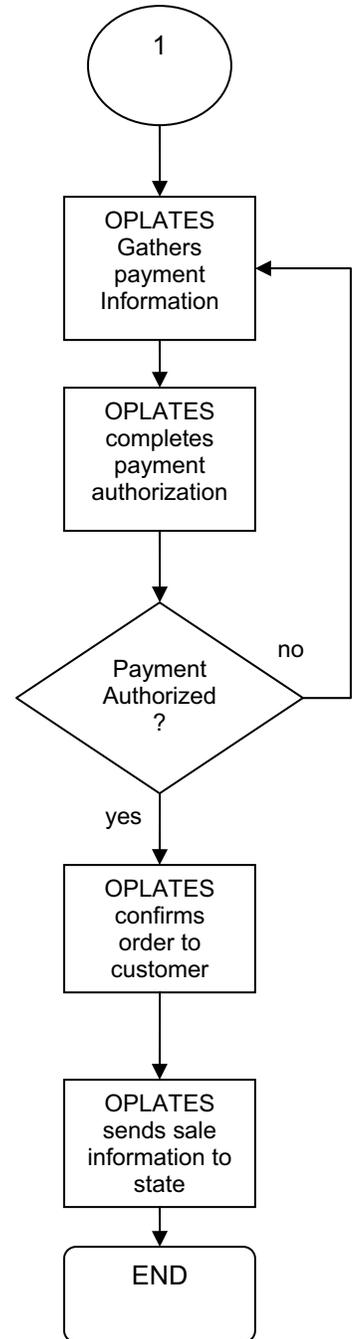
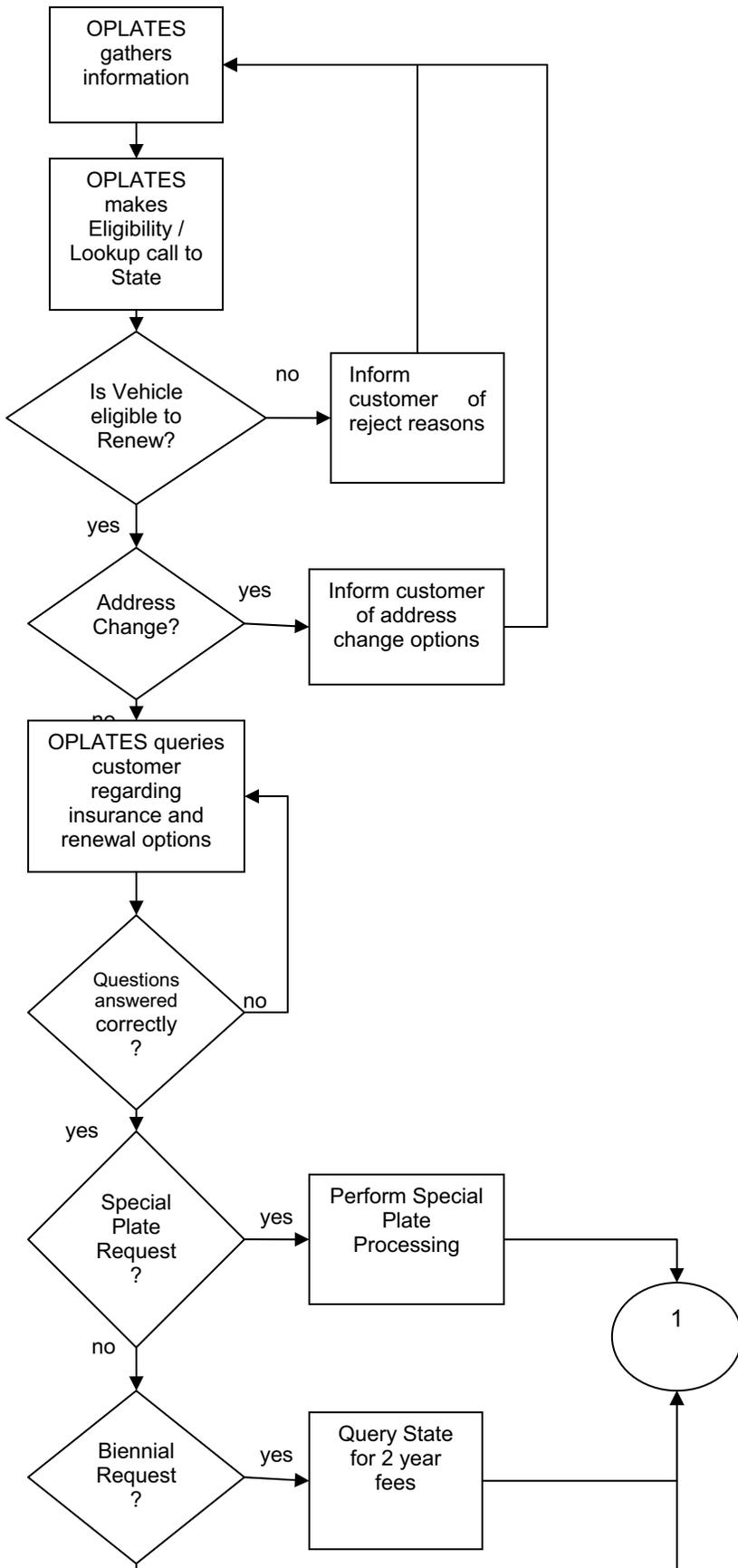
Each time a customer submits a reinstatement fee payment in the OPLATES Internet/IVR System, the Contractor must not charge additional fee(s) to provide this service.

- B. CONTRACTOR TRANSACTION – Each time a customer renews, orders a logo/personalized plate or orders replacement plates, stickers, driving record abstract(s), and registration for one vehicle in the OPLATES Internet/IVR System they are charged a deputy fee plus any other related fees. Each submission of reinstatement fee(s) is considered one transaction. Each renewal is considered one transaction. The Contractor is paid for each successful transaction.
- C. FLEET AND LEASE COMPANIES OPLATES INTERNET ACCESS – Fleet and lease companies who renew their vehicles on the OPLATES Internet system do not pay any fees to store and access them in the system. They are only charged when/if they renew vehicles.

The Contractor is required to provide:

- A secure Internet web browser application (www.oplates.com) with live chat capability for registration renewal, driving record abstract(s), and reinstatement fee(s).
- A toll-free interactive voice response system (866-OPLATES) for registration renewal driving record abstract(s), and reinstatement fee(s).
- A secure Internet web browser application for the ordering of special plates with live chat capability.

Processing steps are depicted in the flowchart on the next page:



REGISTRATION RENEWAL

- A mechanism for the capture of the registration plate number and individual identifier (the last four (4) digits of their social security number).
- The Contractor must inquire into the State's database in the format designated by the State to verify the vehicle eligibility for renewal.
- The application must accept credit/debit card or Automated Clearing House (ACH) payment. Authorization of the credit card payment must be completed prior to completing the transaction. The State Vehicle Registration application currently computes the fees and returns the information to the Contractor application using the format in Supplement 5.*
- The completed transactions must be stored and transferred to the State as a nightly batch file transfer using File Transfer Protocol (FTP) once each day. The file format is in Supplement 4.*
- The Contractor must send a credit card / ACH file to the bank(s) daily for all transactions completed. The bank(s) will use these files to credit the Treasurer of State's account.
- An individual may renew one or multiple registrations at the same time. The application must allow for multiple registration renewals with one payment process.
- The application must provide a process for fleet owners to process large volumes of renewals in one sitting. Supplement 7 describes the current process. *
- All features and functions, **except for the internet live chat feature**, of this application must be available on the Website in both English and Spanish versions.
- A completed transaction data will result in a registration if and only if credit/debit or automated clearing house (ACH) payment is completed.

SPECIAL PLATE ORDERING

The application must allow for the following:

- A mechanism to describe and display (when applicable) the various plate designs for selection of plate type.
- A mechanism for inquiry of up to eight (8) alphanumeric characters. The Internet application must allow the customer to visualize the actual look of the plate with the selected characters and spacing.
- The system must allow for an inquiry to be made against the State's database in the format designated by the State.
- The system must check the availability of the sequence of characters.
- A mechanism for the capture of the current registration plate number and individual identifier.
- The Contractor must inquire into the State's database to verify the vehicle ownership in the format designated by the State. The application must accept credit card, debit card and ACH payment. Authorization of the payment must be completed prior to completing the transaction. The State application will compute the fees.
- The completed transactions must be stored and transferred to the State as a batch file transfer using FTP once each day. The required format is detailed in Supplement 5.
- All features and functions of this application, **except for the internet live chat feature**, must be available on the Web site in both English and Spanish versions.

DRIVING RECORD ABSTRACT(S)

- A mechanism for the capture of the customer's identifiers (full name, address, date of birth, and last four (4) digits of the social security number).
- The Contractor must inquire into the State's database in the format designated by the State to verify the customer identifiers.
- The application must accept credit/debit card or Automated Clearing House (ACH) payment. Authorization of the credit card payment must be completed prior to completing the transaction. The State database should compute the fees and return the information to the Contractor application using the format in Supplement 12.*
- The completed form BMV 1173, BMV Record Request (see Supplement 14), transactions must be stored and transferred to the State as a nightly batch file transfer using FTP once each day. The file format is in Supplement 12.*
- The Contractor must send a credit card / ACH file to the bank(s) daily for all transactions completed. The bank(s) will use these files to credit the Treasurer of State's account.

- An individual may request one (1) or multiple driving record abstract(s) at the same time. The application must allow for multiple driving record abstract(s) and be charged with one (1) total for all multiple requests.
- All features and functions, **except for the internet live chat feature**, of this application must be available on the Website in both English and Spanish versions.
- A completed transaction data will result in a driving record abstract(s) if and only if credit/debit or automated clearinghouse (ACH) payment is completed.
- The driving record abstract(s) should be stored and transferred to the State as a nightly batch file transfer using FTP once each day. The file format is in Supplement 13. The Bureau of Motor Vehicles Information Technology Office will process the FTP file the same day and the driving record abstract(s) request will be mailed the next business day.

REINSTATEMENT FEES

- A mechanism for the capture of the customer's identifiers (full name, address, date of birth, and last four (4) digits of the social security number).
- The Contractor must inquire into the State's database in the format designated by the State to verify the customer identifiers.
- The application must accept credit/debit card or Automated Clearing House (ACH) payment. Authorization of the credit card payment must be completed prior to completing the transaction. The State database should compute the fees owed and return the information to the application using the format in Supplement 13.*
- The completed transactions must be stored and transferred to the State in real time using FTP format.
- The Contractor must send a credit card / ACH file to the bank(s) daily for all transactions completed. The bank(s) will use these files to credit the Treasurer of State's account.
- An individual may pay one (1) or multiple reinstatement fee(s) at the same time. The application must allow for multiple reinstatement fee(s) with one (1) payment process with a minimum of \$50.00, unless the total fee(s) due is less than this amount. If the amount is less than \$50, the application must direct the customer to contact the Reinstatement Office.
- All features and functions, **except for the internet live chat feature**, of this application must be available on the Website in both English and Spanish versions.
- A completed transaction will result in reinstatement fee(s) being paid when the credit/debit or automated clearinghouse (ACH) payment is completed.

CUSTOMER INTERFACES

Automated Interactive Voice Response System

- The automated interactive voice response system must enable State customers to conduct telephone vehicle registration renewals using a toll-free number twenty-four (24) hours per day, seven (7) days per week, three hundred sixty-five (365) days per year and make payment via an approved payment method.
- The automated interactive voice response system must enable State customers to request driving record abstract(s) or accept reinstatement fee(s) payments using a toll-free number twenty-four (24) hours per day, seven (7) days per week, three hundred sixty-five (365) days per year and make payment via an approved payment method
- Customers must have the option to connect to a live BMV operator during the Bureau of Motor Vehicles normal business hours of Monday through Friday 7:30 a.m. to 5:00 p.m.

Internet Services (Vehicle Registration, Fleet Renewal, including Fleet Commercial, Special Plate Ordering, Driving Record Abstract(s), and Reinstatement Fee(s))

- The Internet renewal service must enable State customers to conduct vehicle registration renewals, request driving record abstract(s), and review reinstatement fee(s) via a Contractor provided secured Internet web site twenty-four (24) hours per day, seven (7) days per week, three hundred sixty-five (365) days per year and make payment via an approved method.

- The system provides only limited informational access to the State's database information.

Fleet Renewals and Leasing Company bulk registrations - The Contractor accommodates all registration activity including payments etc. Access to the State's database is not granted to the Contractor. The Contractor sends a request to the State inquiring about the particular vehicle(s) in question. The State replies to the Contractor confirming that the basic vehicle data is valid or not valid.

Commercial vehicles non-fleet - The internet inquirer must enter the Plate number and the four (4) digit personal identifier for renewal in order to proceed. There are exceptions/requirements associated with approval process depending upon the requested plate (i.e. if a Vietnam plate is requested, evidence of applicants' receipt of award by military is required).

Customer Interface and Access to Administrative Data Postings

- The system will provide customers specific reasons why they are unable to renew vehicle registrations, receive a driving record abstract(s), or pay reinstatement fee(s).
- The system will provide for the posting of important news, information, and other temporary items in the OPLATES system that can be viewed publicly on the homepage (www.OPLATES.com).
- The system must provide the ability of customers and BMV staff to check the status of orders and other functions using plate number and last 4 digits of Social Security Number using the OPLATES system to gain access to information.
- The system will allow for customer input for inquiries, new data, and/or changes to update current records.
- The system will provide a prompt for customers to provide vehicle color during registration if color field is missing. Color display must be provided.

CUSTOMER PAYMENT

- The Contractor must accept payment for all transactions through the Internet application and interactive voice response system by providing the customer with payment options.
- The Contractor must accept, as a minimum, Visa, Master Card, American Express, and Discover Card and their corresponding debit cards.
- The Contractor must also accept Electronic Checks debiting the customer's checking account via Automated Clearing House (ACH).
- Payment for Fleet Renewals must only be accepted via Automated Clearing House (ACH).

FLEET INTERNET RENEWAL

- The Contractor must provide a Web-based application for Fleet renewals.
- The Fleet Centralized Management Utility must be a Web-based application that allows fleet companies with Web access to sign up with the Bureau of Motor Vehicles for bulk license plate renewal.
- The Contractor must allow companies with fleets of vehicles to use the Internet to submit/interface vehicle renewal registrations with the State of Ohio.
- The Contractor must allow the company the ability to renew potentially hundreds of vehicles at once via an Automated Clearing House (ACH) debit (no credit card option is available).
- The system must allow the download of vehicle lists by tax identification number to verify vehicles in the fleet, errors and blocks on vehicles, and vehicles eligible for renewal.
- There is no provision for special plates available in this application.
- The System must allow for commercial vehicles, including bulk renewal processing, in the OPLATES system.

LEASED VEHICLES

- The Contractor must allow individuals the ability to renew their leased vehicle registrations. In order to do so individuals who lease vehicles are required to have an electronic power of attorney from the leasing company.
- The system must allow a leasing company to provide a blanket electronic power of attorney for all of their lessees.
- The OPLATES web site must include an interactive page to allow the leasing company to cancel the power of attorney for specific Vehicle Identification Numbers (VIN) numbers.
- The Contractor must allow individual leasing vehicles the option to renew their vehicle registrations or order special plates using the OPLATES website or Interactive Voice Response system.

SPANISH VERSION

- A Spanish version of the OPLATES website must be available for the Spanish speaking community. This includes Internet renewal system (i.e. owned and leased, not fleet), special plate ordering, requesting driving record abstract(s), and paying reinstatement fee(s).
- A Spanish version of the Interactive Voice Response system is required.
- The Spanish version flow must be the same as the English version for OPLATES website and Interactive Voice Response system.

LIVE CHAT

- The Contractor must provide live chat capability for the OPLATES system during normal business hours of Monday through Friday from 7:30 a.m. to 5:00 p.m.
- The live chat capability will be available in English only.
- Bureau of Motor Vehicles staff will respond to dialogue submitted during live chat sessions.

FREQUENTLY ASKED QUESTIONS (FAQ)

- The Contractor must provide a “Smart” knowledge base/FAQ module for the OPLATES system available twenty-four (24) hours per day, seven (7) days per week, three hundred sixty-five (365) days per year.
- FAQ must be available in English and Spanish.
- FAQ must be searchable using key words.
- The ODPS must have administrative rights to manage categories, questions, answers, responses back to the customer.

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:	December 22, 2008
Inquiry Period Begins:	December 22, 2008
Pre-Proposal Conference Date:	January 21, 2009 at 10:00 a.m.
Inquiry Period Ends:	January 30, 2009 at 8:00 a.m.
Proposal Due Date:	February 6, 2009 at 1:00 p.m.

Estimated Dates

Award Date:	March 2, 2009
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Estimated Work Dates

Work Begins:	March 9, 2009
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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 ten (10) 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 |
| Attachment Ten | OPLATES Requirements Checklist |

Supplements:

- | | |
|---------------------|--|
| Supplement One | W-9 Form |
| Supplement Two | Sample Mail Registration Renewal Form |
| Supplement Three | Special Plate Format Guidelines |
| Supplement Four | Data File Format for FTP |
| Supplement Five | Interactive Voice Response Scripts |
| Supplement Six | OPLATES Internet Web Page Screen Prints |
| Supplement Seven | Fleet/Lease Centralized Management Utility |
| Supplement Eight | OPLATES Administrative Control Menu Reports Descriptions |
| Supplement Nine | OPLATES Statistical Figures since Inception Date of September 2000 |
| Supplement Ten | Ticket Escalation Screen Prints |
| Supplement Eleven | OPLATES Frequently Asked Questions (FAQ) |
| Supplement Twelve | Sample Driver Abstract |
| Supplement Thirteen | Data File for Driver Abstract |
| Supplement Fourteen | BMV 1173, BMV Records Request |
| Supplement Fifteen | BMV 2006, Reinstatement Letter |
| Supplement Sixteen | Definitions |

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 Ohio Department of Public Safety 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.

Pre-Proposal Conference. The State will hold a Pre-Proposal Conference on January 21, 2009 at 10:00a.m., in room 134, Motorcycle Training Room, of the ODPS Headquarters, the Shipley Building, 1970 West Broad Street, Columbus, Ohio 43223.

The purpose of this conference is to discuss the RFP and the Work with prospective offerors and to allow them to ask questions arising from their initial review of this RFP.

Attendance at the Pre-Proposal Conference is not a prerequisite to submitting a Proposal.

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 six (6) copies of the technical section, and the package with the cost section also must be sealed and contain two (2) complete copies of the cost section of the Proposal. Further, the offeror must mark the outside of each package with either "OPLATES RFP – Technical Proposal" or "OPLATES RFP – Cost Summary," as appropriate.

Included in each sealed package, the offeror also must provide an electronic copy 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 1:00 p.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:

DEPARTMENT OF ADMINISTRATIVE SERVICES
GENERAL SERVICES DIVISION
I.T. PROCUREMENT SERVICES
ATTN: BID DESK

4200 SURFACE ROAD
COLUMBUS, OH 43228-1313
BID ROOM MAIN PHONE NUMBER: 614-466-5090

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. 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 Ohio Department of Administrative Services 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.

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 Department of Public Safety 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 Ohio Department of Administrative Services 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.

Offeror Mandatory Requirements	Reject	Accept
The offeror must have completed one (1) Renewal Registration System project in the past five (5) years where the offeror has provided services similar in their nature, size, and scope of Work.		
The offeror must have at least two (2) projects in the past five (5) years in which the offeror provided similar Web hosting services (i.e. project management, development, implementation, and operations) with an explanation of the services provided and how these are similar to those requested in this RFP.		
The offeror must comply with all rules and regulations set by the Payment Card Industry Data Security Standards (PCI DSS). <ol style="list-style-type: none"> 1. Installed and maintain a firewall to protect cardholder data. 2. Encrypt transmission of cardholder data. 3. Implement, use, and regularly update anti-virus software 4. Implement restriction measures, to include the access of cardholder data by business need, physical need, and personnel need. 5. Track and monitor all access to network resources and cardholder data. 6. Regularly test security system and processes. 7. Maintain an informational security policy. 8. Provide a letter of compliance from the Third Party Assessor used to audit their environment. The Third Party Assessor must be a certified Qualified Security Assessor (QSA). 		
The offeror must comply with VISA Cardholder Information Security Program (CISP).		
The offeror must comply with all ODPS Web Hosting Security Requirements as detailed in Attachment 2.		

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
Offeror Requirements (20%)					
The offeror must have a minimum of four (4) years data processing experience. The offeror must identify the number of years, capacity, and dates in data processing experience with an explanation of the services provided and how these are similar to those requested in this RFP.	5	0	5	7	9

Scored Criteria	Weight	Does Not Meet	Meets	Exceeds	Greatly Exceeds
The offeror must have a minimum of three (3) years web page development experience and demonstrated capability of handling a minimum of 10,000 transactions per day. The offeror must identify the number of years, capacity, and dates in the web page development field with an explanation of the services provided and how these are similar to those requested in this RFP.	5	0	5	7	9
The offeror must have a minimum of five (5) years credit card, debit card and check processing experience. The offeror must identify the number of years, capacity, and dates to show credit card, debit card and check processing experience.	5	0	5	7	9
The offeror must have a minimum of three (3) years interactive voice response system designing and maintenance experience. The offeror must identify the number of years, capacity, and dates to show interactive voice response system experience.	5	0	5	7	9
Project Management (8%)					
Project Manager Qualifications					
Proposed candidate must demonstrate a minimum of 36 months full-time experience as a Project Manager in the last 48 months.	1	0	5	7	9
Proposed candidate must demonstrate experience as the Project Manager from project initiation through completion on at least one implementation.	1	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.	1	0	5	7	9
Proposed candidate must demonstrate experience using Project Management software (e.g. Microsoft Project) to develop and maintain a Work Breakdown Structure (WBS) including a project schedule on a minimum of three (3) projects.	1	0	5	7	9

Scored Criteria	Weight	Does Not Meet	Meets	Exceeds	Greatly Exceeds
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.	1	0	5	7	9
Project Manager Preferred Requirements					
Proposed candidate should demonstrate experience in risk assessment and mitigation strategies and techniques.	1	0	5	7	9
Proposed candidate should demonstrate contract administration experience.	1	0	5	7	9
Project Management Professional (PMP) certified by Project Management Institute (PMI).	1	0	5		
Proposed Solution (50%)					
Design	2	0	5	7	9
Proposed Web Architecture	2	0	5	7	9
System Requirements Affirmation	2	0	5	7	9
Application Development/Customization	2	0	5	7	9
System Installation and Operation	2	0	5	7	9
Application Support	2	0	5	7	9
Equipment and System Elements	2	0	5	7	9
Processing Requirements	2	0	5	7	9
SCRIPTS	2	0	5	7	9
System Requirements					
OPLATES Internet	4	0	5	7	9
Interactive Voice Response (IVR)	4	0	5	7	9
OPLATES INTERNET ONLINE AND IVR REQUIREMENTS (BOTH)	4	0	5	7	9
Web Hosting System Requirements					
Business Continuity Plan	4	0	5	7	9
Disaster Recovery Plan	4	0	5	7	9
Financial System Requirements					

Scored Criteria	Weight	Does Not Meet	Meets	Exceeds	Greatly Exceeds
Processing of credit/debit card and automated clearinghouse check processing	4	0	5	7	9
Financial System Reporting Requirements	4	0	5	7	9
Financial Batch Number System	4	0	5	7	9
Work Plan (9%)					
Methodology	3	0	5	7	9
Testing	3	0	5	7	9
System Testing and Acceptance Period	3	0	5	7	9
Staffing Plan (8%)					
Staffing Plan	2	0	5	7	9
Contingency Plan	3	0	5	7	9
Background Checks	3	0	5		
Account/Contract Manager (5%)					
Proposed candidate must demonstrate a minimum of 36 months full-time experience as an Account/Contract Manager in the last 48 months.	3	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 operations.	2	0	5	7	9

Price Performance Formula. The evaluation team will rate the Proposals that meet the Mandatory Requirements based on the following criteria and respective weights.

Criteria	Percentage
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 Project Manager and Account/Contract Manager for the Work. The Contractor must employ the proposed Work Manager as a regular, fulltime employee on the Contract award and throughout the term of the Contract, including all renewals of it. Additionally, the Contractor's full-time regular employees must perform at least 30% of the effort required to complete the Work. The Contractor may use its personnel or subcontractor personnel to meet the remaining 70% of the effort.

Contractor Responsibilities and Deliverables. The Contractor must meet all RFP requirements for the Work and complete all Work satisfactorily.

The Contractor is required to provide the State of Ohio with the Ohio Public Licensing Access Through Electronic Services (OPLATES) System and all related services. This includes providing the complete working Internet and Interactive Voice Response (IVR) subsystems with the hardware, software, and networking configuration required in a Web hosted environment. It also includes interfaces to the Bureau of Motor Vehicles, Vehicle Registration System, Driving Record Abstract System, Reinstatement Fee System, and financial credit/debit card and check processing systems functions. Any incidental items omitted from these requirements shall be provided by the Contractor in order to comply with the RFP specifications. Such items shall be included in the proposed cost per transaction.

Optional Services and Software Efficiency Improvements. Enhancements requested by the State that require design and programming work will be the subject of additional financial reimbursement to the Contractor as "optional services" (see Attachment Nine, Cost Summary).

Changes needed and identified by the Contractor or the ODPS to improve efficiency of operation thus maintaining operational performance standards will be at the expense of the Contractor. Any enhancements created by the Contractor, which are not requested by the ODPS, shall be the sole responsibility of the Contractor. The State will not pay for any costs associated with the Contractor remaining in compliance with payment industry standards, including Payment Card Industry Data Security Standards (PCI DSS) and VISA Cardholder Information Security Program (CISP), or any Federal or State banking standard requirements. Future services including legislative changes to the vehicle registration process, adding of new special plate designs, including additional items for sale, etc. shall be provided by the Contractor at no additional cost to the State.

Site Maintenance. The Contractor will be responsible for OPLATES Site Maintenance (for both English and Spanish sites/versions). Site Maintenance shall include, but not limited to, the addition (splicing) and editing of plate designs (new plates, logo changes, and multiple versions of plates), associated text, and relating programming. The ODPS estimates twenty-five (25) changes per year.

The current OPLATES database must be migrated to the Contractor's proposed system, and the Contractor's proposed system must allow full research and reporting capabilities of migrated data through the new system. This is to enable/permit completed transaction data (i.e. Credit cards) to be recorded and/or reversed in the Contractor's system and recorded in the current Contractor's database. The

Current OPLATES System central core data (historical sales data) consists of approximately thirty-three (33) gigabytes. The does not include supporting tables and other database requirements (i.e. Frequently Asked Questions is two-hundred (200) MB, error messaging, ticket escalation, phone numbers, etc.).

A further breakdown of these major functions is identified below:

- A secure Internet application (www.oplates.com) for the following key functions:
 - Vehicle registration renewal (individual, fleet/bulk, owned, leased);
 - Special logo/personalized plates ordering for owned and leased vehicles;
 - Replacement plates, vehicle registrations and stickers;
 - Bulk/fleet registration function for fleet/leasing companies;
 - Electronic power of attorney for leased vehicles;
 - Exchange plates between renewal periods;
 - Driving record abstract(s) requests;
 - Reinstatement Fee(s) payments;
 - Customer check registration status;
 - A link to BMV 2006, Reinstatement Letter (see Supplement 15);
 - Provide commercial vehicle renewal capability;
 - Change address when renewing individual registrations, ordering a driving record abstract, paying a reinstatement fee, and ordering special logo/personalized plates linking to BMV Vehicle Registration and Driver's License Systems;
 - Vehicle registration renewal refunds are available as credit to credit/debit accounts and refund checks for electronic check payment (ACH);
 - Driving record abstract(s) and reinstatement fee(s) refunds must be available as credit to credit/debit accounts and refund checks for electronic check payment (ACH);
 - Live chat – (interactive instant messaging-type function manned by the ODPS staff);
 - News/Events posted that are mission critical/non-critical on the main/other pages;
 - Customer survey available to obtain feedback from customer with email/comments option;
 - Secure access to OPLATES registration renewal functions for the ODPS system administrators;
 - Secure access to OPLATES revenue functions for the ODPS revenue administrators;
 - Secure access to OPLATES bulk/fleet functions for the ODPS system administrators;
 - Secure access to OPLATES driving record abstract(s) and reinstatement fee(s) functions for the ODPS system administrators;
 - Secure bulk/fleet administrative access to OPLATES functions for fleet companies; and
 - Secure bulk/fleet administrative access to OPLATES functions for leasing companies.
- A secure toll-free interactive voice response system ([866-OPLATES](tel:866-OPLATES)) for the following key functions:
 - Phone service that will step through a series of questions and information using interactive voice response;
 - Vehicle registration renewal or replacement (individual, owned, leased);
 - Electronic power of attorney for leased vehicles;
 - Ordering driving record abstract(s);
 - Paying reinstatement fee(s); and
 - Accessing Electronic form BMV 1173, BMV Record Request (see Supplement 14).
- A secure Internet application and IVR with the following primary functions and components:
 - Provide IT security for hardware, software, network and data protection with minimum standards based on State of Ohio IT security rules, policies, standards, procedures, and bulletins;
 - Provide all standard hardware/software/networking requirements capable of supporting OPLATES System to ensure system functions operate at a rate exceeding the minimum requirements outlined in this RFP;
 - Provide all Web hosting functions and ensure that the OPLATES System resides in a secure and appropriate environmentally conditioned and temperature-controlled site (i.e. room) with sufficient server, software, and networking capacity to accommodate current capacity plus minimum of 25% expansion at any time;

- Ability for State staff to perform required administrative/maintenance functions for both Internet and IVR via the Internet with system security and username/password protection as identified in State of Ohio IT security rules, policies, standards, procedures, and -bulletins. The Internet address for this information is located at:
<http://www.oit.ohio.gov/IGD/policy/OhioITPolicies.aspx>;
- A secure interface to the Bureau of Motor Vehicle Registration System for view of vehicle registration renewal information stored in their database;
- A secure interface to the Bureau of Motor Vehicle Driver's License and/or Withdrawal Management System for view of driving record abstract(s) and reinstatement fee(s) information stored in their database;
- Provide financial system – ability to process payments via Internet and IVR in a secure environment that meets financial processing standards for respective financial payment type:
 - Electronic credit/debit card process that meets PCI DSS credit card standards
 - Electronic Automatic Clearinghouse (ACH) check process with most current check processing standards
 - Financial reporting
- Reporting capability for all types of Internet and IVR transactions, functions, interfaces, financial, error, database and related information;
- English version – complete with all functionality identified. Default to English, ability to switch to Spanish and back to English;
- Spanish version – complete with all functionality equivalent to the English version. Switch to Spanish and back to English;
- Conversion of current OPLATES data;
- Relational database information stored in the OPLATES System;
- Data interfaced to the BMV Vehicle Registration System; and
- Data interfaced to the BMV Driver's License and Withdrawal Management System.
 - The Withdrawal Management System (WMS) is a front-end screen handling intranet system that was created to allow internal users to process all suspensions and reinstatement driver license customers. There are data base tables associated with the system that allows the Ohio Department of Public Safety to properly update the status of the customers by sending letters, processing fees, suspended and/or clearing driving privileges, etc.
- All related functions identified in this section and document or any additional required to successfully perform OPLATES System functions.

Driving Record Abstract(s)

A three (3) year official review of a customer's Ohio driving record will display all violations and accidents the customer received within that period. In order to obtain a certified driving record abstract, the customer must complete an on-line version of form BMV 1173, BMV Record Request (see Supplement 14). This will require the customer's full name, address, date of birth, and last four digits of their social security number. The customer will pay the accompanying postage. Driving record abstract(s) may be obtained at any of the Deputy Registrar locations throughout Ohio, the State's main office in Columbus, Ohio, and six (6) Reinstatement Offices and through the mail.

Reinstatement Fee(s)

If a customer is placed under a BMV or court suspension they may be required to pay a reinstatement fee(s). These fees come in various dollar increments ranging from \$15.00 to \$550.00 and are currently accepted in the form of cash, check, or money order. However, the Contractor would be required to accept ACH1, credit and debit card transactions. The customer must provide their full name, address, date of birth, last four digits of the social security number, and BMV case number (optional). Once the fee has been paid, the customer's file must be updated immediately reflecting payment(s) received and the link to review the Notification/Reinstatement Requirement letter BMV 2006 (see Supplement 15) that would reflect any remaining reinstatement requirements and instructions on how to obtain an Ohio driver license.

The following chart provides an overview of functions available in the current and future OPLATES System (Internet and IVR). The top header row identifies major OPLATES System functions. The left header column lists functions that may or may not apply to a major function. The intersecting box indicates a 'Y' for Yes if the function applies to the major function, an 'N' for No if the function does not apply to the major function or an N/A for not applicable. A legend is provided at the end for asterisked items.

OPLATES SYSTEM FUNCTIONS

No.	MAJOR FUNCTIONS	Internet	Internet	Internet	Internet	Telephone
		Registration Renewal (Individual)	Registration Renewal (Bulk/Fleet)	Order (Logo/organizational) Special Plates	Order Personalized Plates	Interactive Voice Response (IVR)
1)	Individual owned registration renewal	Y	N/A	Y	Y	Y
2)	Individual leased registration renewal w/electronic Power of Attorney (POA)	Y	N/A	Y	Y	Y
3)	Bulk/fleet owned registration renewal	N/A	Y	N	N/A	N
4)	Bulk/fleet leased registration renewal w/electronic POA	N	Y	N/A	N/A	N
5)	Create bulk/fleet customer account	N	Y	N	N	N
6)	Provide denial reasons	Y	Y	Y	Y	Y
7)	News/events	Y	N	Y	Y	N
8)	Check order status	Y	Y	Y	Y	N
9)	2 yr. renewal option	Y	N	Y	Y	Y
10)	Send email, comments or survey	Y	N	Y	Y	N
11)	*Change address	Y	N	Y	Y	N
12)	Replace plates	Y	N	Y	Y	**Y
13)	Replace stickers	Y	N	Y	Y	N/A
14)	Replace registration	Y	N	Y	Y	N/A
15)	Spanish version	Y	N/A	Y	Y	Y
16)	Live chat	Y	N/A	N/A	N/A	N/A
17)	Able to complete multiple functions in one transaction	Y	N/A	Y	Y	Y
18)	Logo plates	Y	N	N/A	Y	Y
19)	Personalized plates	Y	N	Y	N/A	Y
20)	Identify reason for replacement plates, stickers, registrations	Y	N	N	N	N
21)	Commercial vehicles registration renewals	Y***New	Y***New	N	N	N

*Change address – Link to BMV web page.

**If within renewal period new plate can be issued

***New – Denotes new function not currently available in the OPLATES System

No.	MAJOR FUNCTIONS	<u>Internet</u>	<u>Internet</u>	<u>Telephone</u>
		Driving Record Abstract(s)	Reinstatement Fee(s)	Interactive Voice Response (IVR)
22)	Driving Record Abstract(s)	Y	N/A	Y
23)	Reinstatement Fee(s)	N/A	Y	Y
24)	Provide denial reasons	Y	Y	Y
25)	News/events	Y	Y	N
26)	Check order status	Y	N	N
27)	Send email, comments or survey	Y	Y	N
28)	*Change address	Y	Y	N
29)	Spanish version	Y	Y	N
30)	Live chat	Y	N	N/A
31)	Able to complete multiple functions in one transaction	Y	Y	Y
*Change address – Link to BMV Vehicle Registration transaction				

OPLATES SYSTEM REQUIREMENTS

The following three sections outline the OPLATES System requirements for the (1) Internet functions, (2) Interactive Voice Response functions and (3) functions that involve both the Internet and IVR. Some of the functions described in these sections are identified in the OPLATES System Functions chart on the previous page. In these cases, functions in the chart and in this section have the same corresponding numbers.

OPLATES INTERNET REQUIREMENTS

The following is a list of all OPLATES requirements that apply to Internet functions with subsequent descriptive information for each.

Internet System Requirements

Overall system, interface, and functional requirements that must be included in the OPLATES System and that involve the Internet and related components.

- Provide and Web host an Internet vehicle registration renewal, driving record abstract(s), and reinstatement fee(s) system for the State of Ohio with, at a minimum, all functionality outlined in this section and this RFP.
- Enable State residents who are customers to conduct vehicle registration renewals via a Contractor-provided secured and Web hosted Internet site 24 hours per day, 7 days per week, 365 days per year and make payment via an approved Internet method.
- Enable customers to conduct driving record abstract(s) requests and make reinstatement fee(s) payments via a Contractor-provided secured and Web hosted Internet site 24 hours per day, 7 days per week, and 365 days per year and make payment via an approved Internet method.
- Secure interface to the BMV Vehicle Registration database(s) so renewal transactions may be processed successfully
- Secure interface to the BMV Driver License database to post reinstatement fee transactions.
- Secure interface successfully to those banking institutions the State of Ohio uses for credit/debit card and automated clearinghouse (ACH) check processing.
- Provide descriptive prompts to guide the customer through the Internet process. This includes the display of meaningful error messages when appropriate.
- Include the Bureau of Motor Vehicle name, address, and phone number contact information, and an e-mail address for the customer to seek further input on how to use the application.
- Include an e-mail address that forwards to the BMV for the customer to seek further input regarding procedural issues for registration renewals and special logo/personalized plate ordering.
- At a minimum, must be compatible with mainstream Internet browsers such as Internet Explorer 7.0 and backwards compatible with Explorer 6.0. In addition, the system should be able to function with widely used browsers like Mozilla, Netscape, Safari, MAC, etc.

Internet Bulk/Fleet Centralized Management Utility for Bulk License Plate Registration Renewal System Requirements

Internet system, interface, and functional requirements allowing bulk/fleet companies to access a secure administrative subsection of the OPLATES System to enter and manage groups of vehicle registration renewals for vehicles that the companies own and renew themselves or lease to lessees and the lessee in turn renews on the OPLATES System with a valid electronic power of attorney.

- **Internet Bulk/Fleet Customer Account Creation and Access Requirements - (#5 on chart)**

The following are requirements for customer account creation and access to the Internet Bulk/Fleet Centralized Management Utility.

- Provide a secure Internet Bulk/Fleet Centralized Management Utility that allows bulk/fleet companies to initially sign up with the Bureau of Motor Vehicles for Internet access to the bulk license plate registration renewal subsection of the OPLATES

System. Once successfully established, this method provides bulk/fleet companies an option to renew their bulk license plate registration renewals.

- Provide Internet access for bulk/fleet companies via secure, encrypted username and password access.
 - Also allow for the option to access a secure bulk/fleet administrative subsection of the OPLATES System with a specific username, password and IP address only so an additional layer of security is built in to be PC specific.
 - Establish usernames as unique identifiers for the Bulk/Fleet Centralized Management Utility.
 - Allow the ODPS administrative staff to view bulk/fleet information so they can review company activities as needed.
 - Display passwords as asterisks on the Web page for security.
 - Spanish version not required.
- **Internet Electronic Power of Attorney Requirements - (#4 on chart)**
The following are functional revocation/retrieve revocation with reporting requirements for the Leasing Companies on the Internet.
 - Establish secure capability so a leasing company can provide the Bureau of Motor Vehicles with an electronic blanket power of attorney to cover all of their leaseholders.
 - Ability to approve the electronic power of attorney (POA) that allows a customer lessee to renew a leased vehicle registration via the Internet, IVR, mail renewal and Deputy Registrar offices. The POA status is activated immediately.
 - Ability to revoke the electronic power of attorney (POA) that then disallows a customer lessee to renew a leased vehicle registration via the Internet, IVR, mail renewal and Deputy Registrar offices. The POA status is revoked immediately.
 - Once a company establishes sign on access to the Internet Bulk/Fleet Centralized Management Utility, the company can only revoke POA status online.
 - Ability to revoke up to ten (10) vehicles at a time.
 - Ability to select Tax ID, vehicle identification number, title number or last four (4) digits of the owner's SSN or tax identification number for each vehicle to revoke.
 - Ability to interface with BMV Vehicle Registration System for verification of vehicle registration list/report for revocation.
 - Ability to mark vehicle record revoked with a reason code identified on a drop down list.
 - Provide a mechanism to synchronize with BMV records regarding revoked Vehicle Identification Numbers (VINS) of file.
 - Provide list of rejected revoke requests that may be revised and re-entered before sending to the BMV Vehicle Registration System, and then resubmitted.
 - Ability to send a confirmation page displaying all revoked plates.
 - Provide a minimum of two (2) ways to retrieve a revoked vehicle (1. Enter individual vehicle information to retrieve the record and unvoke the POA status, and 2. click the link, view all revoked records and mark with a check box to approve each vehicle's unrevoked status), change it to unrevoked status so the electronic power of attorney is reinstated, and the approval is effective immediately once information is sent via interface to the BMV Vehicle Registration System for update.
 - Spanish version not required.
 - **Internet Bulk/Fleet Company Involving Fleet Requirements – (#3 on chart)**
The following are functional requirements for the Internet Bulk/Fleet Company Utility involving fleet administration (part of Internet Bulk/Fleet Centralized Management Utility).
 - Provide fleet companies with the ability to securely manage and renew vehicles registered with the State of Ohio using a utility accessible via Internet.
 - Provide ability to renew potentially hundreds of vehicles via a secure Automated Clearinghouse (ACH) debit function.
 - Provide ability to download vehicle lists by tax ID to view errors and blocks on vehicles, and vehicles eligible for renewal.

- All data retrievals will include full records for vehicles that fall within the 90-day renewal period, all other records will be provided with only the plate number, expiration date, and error code.
- Provide system setup required to be established only once by fleet company that includes at a minimum:
 - Provide renewal options:
 - Display as a file with download/upload capability to register a vehicle
 - Display on the Internet
 - Provide auto-retrieve data function so bulk/fleet companies has option for system to retrieve every plate per tax ID on file automatically during the renewal process or have bulk/fleet company look up manually.
 - Provide a minimum of three (3) company-specific custom fields that will display on the return list of vehicle registrations when retrieved from the state. Custom field examples include branch, tracking number, etc.
 - Indicate distinctly on bulk/fleet page that companies submitting bulk/fleet files for BMV processing of registrations or records should do so within twenty-four (24) hours due to dynamically changing vehicle registration data.
 - Provide email notifications for, at a minimum, two (2) purposes that may involve different contacts/email addresses: 1) when file retrievals are completed by the State and 2) when the final invoice for bulk vehicle registration is prepared by the State. The OPLATES System generates the renewals and final notices.
 - Provide options to identify where registration documents from the State will be sent – 1) sending all registration documents to the fleet company (lessor) or 2) sending individual registration documents to customers (lessees).
 - Provide *Donate to Save Our Sight* (SOS) page that allows customer to choose whether or not they want to donate to this program.
 - Provide *Request Vehicles* link that returns list of all vehicles on file with the state for a particular tax ID number via file download or displayed on page with email notification when file is ready for processing.
 - Provide file upload capability for companies with many vehicles, using file delimited format.
 - Provide pre-invoice generation function for bulk vehicle registration renewal including the number of vehicles and the dollar amount needed in the ACH account for renewal with renewal password protection
 - Upon verification provide protected ability to create invoice for bulk renewal using ACH account payment method with confirmation file and separate error/rejection file.
 - Provide a minimum of six (6) generated reports that include State Error Codes, Invoice Summary, Blocked Vehicles, Blocked Vehicles by Error Number, Dollar Report, and Duplicate VIN Report.
- Provide a secure Internet Bulk/Fleet Centralized Management Utility that allows Bulk/Fleet companies to renew low and high volumes of fleet or leased vehicle registrations in a group at one time or individually after initial sign up is successfully completed. Supplement 7 describes the current process.
- Provide a secure Internet Bulk/Fleet Centralized Management Utility that allows Bulk/Fleet companies to submit one (1) or more Bulk/Fleet files via interface to the OPLATES System for vehicle renewal registrations with the State of Ohio.
- Allow the Bulk/Fleet company the ability to renew potentially hundreds of vehicles at once via an Automated Clearing House (ACH) check (No credit/debit card option is available).
- Allow for inclusion of commercial vehicles in the Bulk/Fleet license plate renewal process.
- Inquiry must be made against State provided database to ensure correct registration.
- Data must be displayed showing the vehicle information and fees.
- Allow logo plates for bulk/fleet vehicles.

- There is no Spanish version available for the Internet Bulk/Fleet Centralized Management Utility.

Internet Individual Vehicle Registration Renewal System Requirements – (#1 & 17 on chart)

Internet system, interface, and functional requirements for single or jointly owned or leased vehicle registration renewals handled by an individual customer.

- Allow individual to renew one or multiple registrations at one time after they access the system. The system must allow for multiple registration renewals with one payment process. Each registration renewal is considered a single completed transaction (assuming it was processed successfully).
- Allow customer to add one, multiple or all renewals at any point throughout the renewal process prior to final transaction completion.
- Allow customer to cancel one, multiple or all renewals at any point throughout the renewal process prior to final transaction completion.
- Ability to add Environmental Protection Agency (EPA) certification if it is a registration requirement.
- Ability to add vehicle color to vehicle registration if color is not on file with the ODPS.
- Display the vehicle information data and fees.
- Provide the capability to allow customer(s) to exchange their plate between renewal periods.
- Must be available in Spanish version.

Internet Check Registration/Order Status System Requirements – (#8 on chart)

Internet function allowing customers to check on the status of their OPLATES order.

- Customers and BMV staff must be able to check the status of orders or other functions using the same identifying information used for vehicle registration renewals (plate number, last four (4) digits of SSN) using the OPLATES System.
- Customers and BMV staff must be able to view specific reasons why they are unable to renew vehicle registrations and direct the customer to the appropriate agency to resolve the issue(s).
- Checking the status of an order is not available via IVR.
- All registration order statuses, regardless where originated (i.e. Internet, IVR, mail-in or walk-in), may be viewed on the Internet
- Must be available in Spanish version except for bulk/fleet section.

Internet Change Address System Requirements – (#11 & 28 on charts)

Internet function allowing customers to link to the BMV Vehicle Registration System to change address information.

- Provide link to BMV Vehicle Registration System change of address page on the Internet to change an address related to vehicle registration renewals for individually owned and leased vehicles.
- Address change link sends this information to the BMV Vehicle Registration System for update.
- Address change link sends this information to the BMV Driver's License System for update at the customer's request.
- Available in Spanish version except for bulk/fleet section.

Internet Replacement Vehicle Registration System Requirements – (#14 & #20 on chart)

Internet function allowing customers to request replacement registration(s).

- Ability to submit a request to replace vehicle registration(s) via Internet with or without logo/personalized plates for individual leased and owned vehicles. (Not available through IVR).
- Completed inquiries made to BMV Vehicle Registration System:
 - When a transaction is completed the BMV Vehicle Registration database record is updated, and
 - When a nightly reconciliation file is interfaced from the OPLATES System to BMV Vehicle Registration System the database update is finalized.
- Replacement registration will match plate and sticker information.
- The replacement registration is tracked in the OPLATES history file for lookup reference.

- Available in Spanish version

Internet Replacement Vehicle Registration Sticker System Requirements – (#13 & #20 on chart)

Internet function allowing customers to request replacement sticker(s).

- Ability to submit request to replace vehicle registration sticker via Internet with or without logo/personalized plates for individual leased and owned vehicles (Not available through IVR).
- Ability to select the reason for replacement from a drop down menu in an individual owned and leased registration renewal.
- Inquiries made to the BMV Vehicle Registration System:
 - When transaction completed, BMV Vehicle Registration database record is updated, and
 - When nightly reconciliation files are interfaced from OPLATES System to BMV Vehicle Registration System the database update is finalized.
- Replacement sticker will match plate and registration information.
- The replacement sticker is tracked in the OPLATES history file for lookup reference.
- Available in Spanish version.

Internet News/Events System Requirements – (#7 & #25 on charts)

Internet function allowing customers to view important information.

- BMV staff must have the ability to post important news, information and other temporary items in the OPLATES System that can be viewed publicly and by BMV staff when ordering vehicle registration renewals and logo/organizational special plates, driving record abstract(s), and reinstatement fee(s).
- Must provide sections for mission critical news on the home page and non-critical news on other pages.
- Available in Spanish version.

Internet Live Chat System Requirements – (#16 & #30 on charts)

Internet function that allows customers to use an instant messaging type of service to interact with BMV staff regarding the OPLATES System.

- Provide live chat function: An Internet service that allows the State of Ohio to communicate or chat in real time with customers who visit their Internet site.
- Provide live chat capability for the vehicle renewal registration (i.e. owned and leased) and logo/personalized plate ordering systems during normal business hours of Monday through Friday from 7:30 a.m. to 5:00 p.m.
- Bureau of Motor Vehicles staff will respond to dialogue submitted during live chat sessions.
- The live chat capability will be available in English only.

Frequently Asked Questions (FAQ) –

The Contractor must provide a “Smart” knowledge base/FAQ module for the OPLATES system available twenty-four (24) hours per day, seven (7) days per week, three hundred sixty-five (365) days per year.

- FAQ must be available in English and Spanish.
- FAQ must be searchable using key words.
- The ODPS must have administrative rights to manage categories, questions, answers, responses back to the customer.
 - User Management that allows for the addition, edit, and deletion of administrative users in the system.
 - Category/Language Setups that provides utilities to add languages to the knowledge base and add/edit/delete categories by language.
 - Provides access controlled question maintenance for all questions history, including question name, associations, and translations.
 - A Customer Response listing of all questions asked by customers must be maintained on the public website.
 - System must provide reporting capabilities for tracking, auditing, and determining response times.

Customer Survey System Requirements – (#10 & #27 on charts)

Customer Survey Internet function that allows customers to answer questions related to the OPLATES System online.

- Provide ability to generate a customer survey with questions and spaces for text and single/multiple responses that customers can fill out online. Character spaces are limited to two hundred (200) words.
- Provide ability to update survey at ODPS request based on new legislation and BMV processes at no additional cost.
- Provide e-mail and comments functions as well. Character spaces are limited to two hundred (200) words.

AT THE END OF THIS SECTION (WORK REQUIREMENTS) THERE IS AN OVERVIEW OF THE INTERNET INDIVIDUAL VEHICLE REGISTRATION RENEWAL SYSTEM PROCESSING FUNCTIONS. PLEASE REVIEW FOR AN IN-DEPTH UNDERSTANDING OF THE INTERNET VEHICLE REGISTRATION RENEWAL PROCESS, DRIVING RECORD ABSTRACT(S), AND REINSTATEMENT FEE(S) REQUIREMENTS.

INTERACTIVE VOICE RESPONSE (IVR) REQUIREMENTS

OPLATES requirements that apply to IVR functions.

IVR System Requirements

Interactive Voice Response functions and requirements for the OPLATES System.

- Provide interactive voice response (IVR) functionality. The State's customers must be able to renew and replace registrations, order driving record abstract(s), and pay reinstatement fee(s) using a toll free number, twenty-four (24) hours per day, seven (7) days per week, three hundred sixty-five (365) days per year and make payment via an approved payment method.
- The pre-recorded audio should mirror that of the current system [in Spanish and English] and the IVR functions identified in this document. The caller should be given the choice to select options using Dual-tone multi-frequency (DTMF) or spoken words.
- Customers must have the option to connect to a live BMV operator during the Bureau of Motor Vehicle's current and future normal business hours. Current business hours for registration are Monday through Friday from 7:30 a.m. to 5:00 p.m. NOTE: This is not the live chat function.

IVR Individual Vehicle Registration Renewal, Driving Record Abstract(s), and Reinstatement Fee(s) System Requirements – (#1, 2, 22, & 23 on charts)

IVR system, interface, and functional requirements for single or jointly owned or leased vehicle registration renewals handled by an individual customer, or single or multiple requests for driving record abstract(s), and payment of reinstatement fee(s).

- Allow individual to renew registration(s) or request driver abstract(s), one at a time, allowing for multiple transactions with one payment.

AT THE END OF THIS SECTION (WORK REQUIREMENTS) THERE IS AN OVERVIEW OF THE IVR SYSTEM PROCESSING FUNCTIONS. PLEASE REVIEW FOR AN IN-DEPTH UNDERSTANDING OF THE IVR PROCESS REQUIREMENTS.

OPLATES INTERNET ONLINE AND IVR REQUIREMENTS (BOTH)

OPLATES requirements that apply to both Internet and IVR functions with subsequent descriptive information for each.

Internet and IVR Individual Vehicle Registration Renewal System Requirements – (#1, #17, #22, #23, & #31 on charts)

Internet and IVR systems, interfaces, and functional requirements for single or multiple owned or leased vehicle registration renewals or single/multiple driving record abstract requests, or the posting of reinstatement fees handled by an individual customer.

- Provide secure Internet and IVR ability to renew individual owned and leased vehicle registrations issued in the State of Ohio.
- Provide secure internet and IVR ability to request a driving record abstract and post one reinstatement fee.
- Provide for the capture and acceptance of the registration plate number and individual security identifier (the last 4 digits of their social security number on OPLATES internet and 9-digit social security number on OPLATES IVR) on the Internet Web page(s) and IVR.
- Provide for the capture and acceptance of the information required to complete form BMV 1173, BMV Record Request (see Supplement 14), for driving record abstract, and individual security identifier (the last 4 digits of their social security number) on the Internet Web page(s) and IVR.
- Provide for the capture and acceptance of the reinstatement fee individual security identifier (the last 4 digits of their social security number) on the Internet Web page(s) and IVR.
- Provide edit checks on field information. The Contractor must provide an error message when system connectivity is lost. Other "routines" or "validations" that we run are industry standard and are run against any open fields that the customer completes. For example:
 - Formatting of date xx/xx/xxxx;
 - Luhn's checks for credit card numbers;
 - National Automated Clearing House Association (NACHA) validation for check routing numbers.

Additionally the Contractor must utilize error messages generated through coding in the data packet received from BMV. Examples include:

- Error: The plate color indicates that the plate style has been recalled from use and can no longer be renewed. Message: "There is a problem with your license plate type. Please call 1-866-868-0006."
- Error: No special characters allowed in plates. Message: "Special plates do not allow for any characters or symbols. Please submit another choice, visit your local Deputy Registrar's office, call 1-866-868-0006 or E-mail INFO@OPLATES.COM"
- Error: Plate has been previously issued. Message: "Your request is not available, please try again."
- Error: No reinstatement fee(s) currently due (For more information please contact (614) 752-7500).
- Error: No record located on database (For more information please contact (614) 752-7500).
- Provide ability to verify initial formatting of credit/debit card renewal payment information that was entered into the OPLATES System. Included is the ability to input the three to four digit verification code (i.e. security code on the back of the card); however OPLATES may not store the code regardless of encryption.
- Provide ability to verify initial formatting of ACH check processing renewal payment information that was entered into the OPLATES System.
- Ability to inquire into the BMV Vehicle Registration database in the format designated by the State (Supplement 4) to verify the vehicle ownership for registration renewal.
- Ability to inquire into the BMV Driver License database via link by the Notification/Reinstatement Requirement letter BMV 2006 (see Supplement 15) to verify reinstatement fee(s) due.
- Must accept credit/debit card or Automated Clearing House (ACH) check payment. Authorization of the credit/debit card must be completed prior to completing the transaction. The BMV Vehicle Registration System currently computes the fees and returns the information to the OPLATES System using the format in Supplement 4.
- The completed form BMV 1173, BMV Record Request (see Supplement 14), transactions must be stored and transferred to the State as a nightly batch file transfer using FTP once each day. The file format is in Supplement 12*.
- The driving record abstract(s) should be stored and transferred to the State as a batch file transfer using FTP nightly. The file format is in Supplement 13. The Bureau of Motor Vehicles IT

section will process the FTP file the same day and the driving record abstract(s) request will be mailed the next business day by the BMV.

- The completed Reinstatement fee(s) transactions must be stored and transferred to the State in real time using FTP format.
- Store the completed Internet and IVR renewal transaction file in a designated location for a daily file transfer initiated by the BMV Vehicle Registration System using a FTP. The file format is in Supplement 4.
- Send credit/debit card and ACH check files to their respective banking institutions daily with all completed transactions. The banking institution(s) will use these files to credit the Treasurer of State's bank account(s).
- Provide this Internet and IVR individual vehicle registration renewal function in both English and Spanish language text versions

Internet and IVR Ordering of Logo Plates System Requirements – (#17 on chart)

(Owned and Leased Vehicles)

Internet function allowing customers to view and select logo plates (organizational, collegiate, personalized initial reserved, special interest, and environmental plates).

- Provide ability to order/renew/replace logo plates on the Internet via the OPLATES System.
- Provide ability to renew/replace logo plates on the IVR via the OPLATES System.
- The logo plates Internet order/renew/replace function and IVR renew/replace function are available for owned and leased vehicles but not bulk/fleet vehicles.
- The various organizational plate designs must be displayed for the customer based on the applicable transaction (e.g. a veteran identified as such in the vehicle registration system would be able to view and select a veteran organizational plate). These dynamic plate choices must be viewed and selected on the Internet with a picture and description of each available design.
- Must be able to order logo plate designs via the Internet at any time either during or before/after the vehicle registration renewal period.
- Input page must accept current registration plate number and individual security identifier to identify the correct registration to be processed for an existing plate.
- When logo plates are ordered with or without personalization the OPLATES System must inquire into the BMV Vehicle Registration System in the format designated by the State (Supplement 3) to verify the vehicle ownership.
- The customer must receive a message indicating whether the plate and combination of characters is or is not available for purchase.
- The application must accept credit card, debit card and ACH check payment. Authorization of the payment must be completed prior to completing the transaction. The BMV Vehicle Registration System currently computes the fees.
- Store the completed Internet and IVR renewal transaction file in a designated location for a daily file transfer initiated by the BMV Vehicle Registration System using a FTP. The file format is in Supplement 4.
- This function must also be available in both English and Spanish versions.

Internet and IVR Ordering of Personalized Plates System Requirements – (#19 on chart)

(Owned and Leased Vehicles)

Internet function allowing customers to view and select available and appropriate character/numerical combinations used to personalize plates.

- Provide ability to order, renew, replace, or change personalized plates with character/numerical combinations for new license plates on the Internet.
- Provide ability to renew or replace personalized plates with character/numerical combinations for new license plates using the IVR.
- The personalized plates function is available for owned and leased vehicles but not bulk/fleet vehicles.
- Provide a mechanism for inquiry of up to eight (8) alphanumeric characters if it becomes a requirement. The Internet application must allow the customer to visualize the actual look of the plate with the selected characters/numbers and spacing.

- An inquiry against the BMV Vehicle Registration System (database) in the format designated by the State (Supplement 3) must be made for the availability of the sequence of characters/numbers. The customer must receive a message indicating the characters/numbers are or are not available for use.
- Input page must accept current plate number and security identifier to identify the correct registration and provide ability to request personalized plate.
- The application must accept credit card, debit card and ACH check payment. Authorization of the credit/debit card payment must be completed prior to completing the transaction. The BMV Vehicle Registration System currently computes the fees. Must provide the ability to add a donation for Save Our Sight (and any future BMV programs).
- Store the completed Internet and IVR renewal transaction file in a designated location for a daily file transfer initiated by the BMV Vehicle Registration System using a FTP. The file format is in Supplement 4.
- This function must also be available in English and Spanish.

Internet and IVR Leased Vehicle Electronic Power of Attorney in the Registration Renewal System Requirements – (#2 on chart)

Internet and IVR system, interface, and functional requirements allowing customers to renew leased vehicles with electronic power of attorney capability,

- Provide individuals who lease vehicles from auto leasing companies the ability to renew their leased vehicle registrations via the OPLATES Internet or IVR System. In order to do so individuals who lease vehicles are required to have an electronic power of attorney from the leasing company.
- Allow those leasing vehicles the option to renew their vehicle registration or order logo/personalized plates using the OPLATES Internet/IVR System.
- If the electronic power of attorney is valid, the transaction will process successfully and it should be transparent to the customer.
- If the electronic power of attorney was revoked, the customer will receive an error message about contacting the lease company.
- All vehicle registration renewal methods (Internet, IVR, walk-in, mail-in) use the BMV Vehicle Registration System to determine if the electronic power of attorney is valid/not valid for a leased vehicle.
- Must be available in English and Spanish version.

Internet and IVR Interface to Bureau of Motor Vehicles Registration System Requirements

Internet and IVR requirements for the interface between the OPLATES and BMV Vehicle Registration Systems to view/renew vehicle registration information stored on the BMV Vehicle Registration System,

- The Bureau of Motor Vehicles Registration System currently stores all vehicle registration information for the State of Ohio. The OPLATES System interfaces with the vehicle registration system frequently to view and initiate registration transactions. This is accomplished via a VLR205 call for Internet, IVR, and Bulk/Fleet transactions.
- The Bureau of Motor Vehicles is currently in the process of migrating their Vehicle Registration System and hierarchical database from a legacy Unisys mainframe to a relational database and n-tier architecture. This migration will be accomplished in three (3) phases that involve:
 - **Phase 1** – BMV will make significant steps migrating toward the relational database structure. It will involve a minimal change for the Contractor. This phase is expected to be completed prior to the award of this RFP.
 - **Phase 2** – This phase will occur after the RFP is awarded and it will involve the final BMV Vehicle Registration migration from a hierarchical to a relational structure. It may be necessary for the vendor to provide a product that can initiate transaction calls to the existing hierarchical database and/or the new relational database model and relational test database. This phase will incorporate the most significant modifications to business rules and processing flows of the migration project.
 - **Phase 3** – The final phase will provide a complete migration to an n-tier architecture. This is expected to be completed in mid 2010.

- Access from the Contractor provided system to the State system must be able to go through the State firewall and all related levels of security as needed. Contractor must coordinate this effort with the State.

Interface to Bureau of Motor Vehicles Driver License System Requirements

Internet and IVR requirements for the interface between the OPLATES and BMV Driver License System to view/update driver license information stored on the BMV Driver License System.

- The Bureau of Motor Vehicles Driver License System currently stores all driver license information for the State of Ohio. The OPLATES System must interface with the Driver License System to view and initiate driving record abstract(s).
- Reinstatement fee(s) must be posted using the current Reinstatement Fee Hierarchy. A listing of the Reinstatement Fee Hierarchy will be provided at Contract award if the ODPS accepts this optional service.
- Access from the Contractor provided system to the State system must be able to go through the State firewall and all related levels of security as needed. The Contractor must coordinate this effort with the State.

Internet and IVR Replacement Plate System Requirements – (#12 & #20 on chart)

Internet and IVR function allowing customers to request replacement plate(s).

- Ability to submit request to replace license plates via Internet with or without logo/personalized plates for individual leased and owned vehicles.
- Ability to submit request to replace license plates via IVR with or without logo/personalized plates for individual leased and owned vehicles ONLY within the renewal period that a plate can be issued.
- Inquiries made to BMV Vehicle Registration System, when transaction completed BMV Vehicle Registration database record is updated, and when nightly reconcile file is interfaced from OPLATES System to BMV Vehicle Registration System the database update is finalized.
- Standard replacement plate will have new numbers/characters unless previous plate was personalized and then the personalized plate will remain the same as the previous one.
- The replacement plate is tracked in the OPLATES history file for lookup reference.
- Available in English and Spanish version.

Internet and IVR Refund Requirements

Internet functions allowing customers to receive refunds for duplicate renewals.

- If a customer submits a vehicle registration renewal in error, before final processing BMV administrative staff can hold the renewal in the OPLATES System, retrieve the registration/sticker/plate request, review and destroy the registration and sticker, and cancel the plate request in OPLATES. BMV administrative staff can then send the refund information with supporting documentation to BMV revenue staff. They then issue a credit refund on the credit/debit card or mail a refund check if paid for initially by electronic check (ACH).
- The process described above applies when a refund is required from a renewal that originated on either the Internet or IVR.

Internet and IVR Spanish Version System Requirements – (#15 & #29 on charts)

Internet and IVR requirements for the Spanish version of the OPLATES System.

- The Internet online version of the OPLATES System must be available in Spanish so all English text displayed on the screens must also appear in another version in Spanish. This includes all available functions displayed on the Web pages.
- The Interactive Voice Response version of the OPLATES System must also be available to customers in Spanish. This includes all available IVR functions and it is equivalent to the English version.

OPLATES TECHNICAL REQUIREMENTS

Administrative Functional System Requirements

Administrative functional system requirements available on the Internet but affecting all OPLATES Systems.

- Provide secure access to application and data so the ODPS staff can perform administrative functions required by Internet and IVR systems.
- Provide secure username and password to administrative access.
- Provide minimum of two (2) levels of security access to the administrative system.
- Provide the ODPS administrative access so at a minimum OPLATES functional and revenue staff may use the nonpublic side of the system.
- Provide the ODPS administrative access so at a minimum needed the ODPS staff may view Bulk/Fleet activity.
- Provide a series of menu options available to run administrative system functions and reports that at a minimum include: audit, transaction, survey, credit card, activity breakdown, plate breakdown, rejected plates reports, credit card, operations, user maintenance, public news maintenance, and logout functions. (Refer to Supplement 8 for detail)

Hardware/Software/Networking System Requirements

Hardware/software/networking system requirements for the OPLATES System.

- The Contractor-provided system flow, voice scripts, and Web pages must be similar to the existing OPLATES application. The State will work with the Contractor to develop the specific scripts and pages. Contractors proposing their existing systems may need to make modifications to their systems to meet the State's requirements.
- Software developed must use the latest operating system, application tools, and database technology in a secure environment.
- Hardware system must utilize the latest IT server technology in a secure environment.
- Networking components used such as routers, telcom lines and related must use the latest technology in a secure environment.

Web Hosting System Requirements

Web hosting and related requirements for the OPLATES System.

- Review and adhere to all applicable State of Ohio IT Security Standards, Policies, and Bulletins. The Internet address for this information is located at:
<http://www.oit.ohio.gov/IGD/policy/OhioITPolicies.aspx>
- Web Hosting Environment
 - Provide a secured hosting service with a secure, robust managed environment where the Web-based OPLATES System shall be housed number twenty-four (24) hours per day, seven (7) days per week, three hundred sixty-five (365) days per year throughout the life of the Contract.
 - Provide scalability and redundancy through multiple path connections utilizing state-of-the-art load balancing technologies.
 - Provide physical segregation between front and back end processes to protect valuable back end data.
 - Provide a secure framework with market leading products in firewalls and network/host intrusion detection systems.
 - Provide anti-virus software protection for all servers that include ongoing real-time scanning and a minimum of one (1) daily full scan.
 - Provide separate secure servers with redundancy for the presentation software, application software and database software used in the OPLATES System.
 - Provide separate secure server with redundancy for OPLATES System data.
 - Provide secure servers for the OPLATES System that are separated from other applications, application databases, data, and presentation software.
 - Provide secure Web hosted architecture that is not susceptible to known methods of Internet attacks.
 - Provide ongoing vigilant monitoring of logs and alerts to detect any real-time abnormalities.
 - Provide ongoing active tracking of advisories allowing for protection against new vulnerabilities.

- Provide ongoing, regular vulnerability testing to protect against potential exposure due to application, host, or network configuration changes.
- Provide two-factor authentication along with virtual private network (VPN) support to provide secure administrative channels so the complexity of offering the OPLATES System to customers is provided in a secure and stable manner.
- Provide standard temperature and environmentally controlled room where Web hosted servers and related equipment reside.
- Provide 99% availability of the time in any thirty (30) day period.
- Provide total loss of service connectivity resolved in less than four (4) clock hours in any 24-hour period.
- Firewall Services
 - Provide a managed firewall service as a turnkey service that includes set up, configuration, monitoring, and administration.
 - Provide ability for firewall service to be modified for the OPLATES System to meet evolving needs and changes.
 - Provide 99% time availability in any 30-day period.
 - Provide total loss of service connectivity resolved in less than four (4) clock hours in any 24-hour period.
- Database Services
 - Provide support for database implementation and usage.
 - Provide installation, upgrade, and management of database software, database administration tools and packaged application database products for or related to the OPLATES System.
 - Provide database availability 24 X 7 (with maintenance windows).
 - Provide technical support for emergencies adversely impacting the OPLATES System via established customer support line.
 - Provide monitoring/tuning software that is deployed to notify database administration (DBA) team when performance thresholds are crossed.
 - Provide extensive, detailed communication with BMV staff before, during and after the product maintenance/upgrade coordination efforts.
 - Provide 99% database availability in any 30-day period.
- Reporting Services
 - Must provide to the State monthly reports of the hours of up time, down time, and maintenance hours for the Contractor provided server, application, and interactive voice response system. The reports must provide detail for each day of the month and a monthly total and average.
- Business Continuity Plan
 - Must submit a business continuity plan with the RFP to ensure that the Contractor's OPLATES System is recoverable from and remains in operation during an unexpected crisis.
 - The Contractor's business continuity plan must provide for the continuation of business twenty-four (24) hours a day, seven (7) days a week with no interruptions and loss of services, other than for scheduled application software and database updates and upgrades.
 - The business continuity plan and methodology provided by the Contractor must also easily adapt to vulnerabilities, ever-changing threats, and integrate privacy and security into the business continuity process.
- Disaster Recovery Plan
 - Must submit a disaster recovery plan with the RFP that includes the process, policies, and procedures of restoring operations critical to the resumption of the OPLATES System including regaining access to data (records, hardware, software, etc.), communications (incoming, outgoing, etc.), and other business services after a natural or human-induced disaster.
 - Provide well-established and thoroughly tested disaster recovery plan.
 - Provide a cohesive relationship between the Business Continuity Plan and the Disaster Recovery Plan that is often considered to be part of the larger process that is the Business Continuity Plan.

- Data Security Plan
 - Must submit a data security plan with the RFP that includes a comprehensive approach to the maintenance of secure data.
 - Must identify what data needs to be stored (minimize security issues).
 - Must identify the State as the ultimate data owner with the Contractor responsible for safeguarding it.
 - Must provide documented audit trails specifying who grants access to whom, for what data and at what level, and what access rights are available (read, write, delete).
 - Must develop a data classification scheme to determine how different types of data should be retained on backup, meet regulatory requirements, determine level of approval, and assist in setting policy.
 - Must encrypt data that leaves a secure data center via everything – CD, DVD, USB drives, backup tapes, laptops, etc. along with firewalls, anti-virus programs, and intrusion protection.
 - Must undergo security audit by an independent third party authority. If data security weaknesses are identified, implement a plan to correct the problem(s).
 - Must backup all data daily so a complete copy of recent data is readily available. Daily data backups must be stored at a remote, secure location.
 - Must develop a plan, schedule and implement an employee informational session/documentation regarding policies and procedures they need to follow to secure data.
- Agree to on site visit to Web hosting environment (pre-award inspection) with the ability to conduct unannounced and announced inspections throughout the term of the Contract.
 - Check off list will consist of requirements cited above and it will be provided by the ODPS.

IT Security - General System Requirements

Information technology security requirements are identified for the OPLATES System.

- Any encryption used for OPLATES must utilize approved algorithms and key sizes stipulated in the State of Ohio IT Standard ITS-SEC-01 “Data Encryption and Cryptography” <http://oit.ohio.gov/IGD/policy/PDFs_EA/ITS-SEC-01.pdf>
- Must have the capability to monitor their information systems and networks to detect any signs of intrusion. Any intrusions, data breaches, or system thefts must be immediately reported to the Ohio Department of Public Safety using the ODPS Security Breach Notification Protocol that will be supplied upon award.
- Contractor employees must sign a non-disclosure/confidentiality agreement provided by the Ohio Department of Public Safety, Bureau of Motor Vehicles.
- Contractor employees must pass a background check.

Ongoing Production Support

Ongoing production support requirements for the OPLATES System.

The Contractor must provide ongoing production support for the OPLATES System solution through the term of the Contract, including annual renewals. The Contractor must develop and submit for approval an OPLATES System – Production Environment Responsibilities document that identifies both the Contractor and the State production environment activities and responsibilities. At a minimum, this document must identify:

- The Contractor’s methodology and processes for upgrading and enhancing the OPLATES System solutions hardware infrastructure and base software components (e.g., application software, database, etc.);
- The Contractor’s ongoing production responsibilities, including a minimum proposed solution administration/operations, technical support and hardware/software maintenance support;
- Other Contractor solution consulting, analytical and support services that are available to the State; and
- State responsibilities as they may pertain to the ongoing production hardware and software implemented for the State’s Internet user environment.

1. Provide production functional/technical support via a toll free number for the State staff to call regarding user questions. Production functional/technical support must be provided from 7:30 a.m. to 6:00 p.m. Eastern Standard Time during State business days.
 - a. Incoming calls must be responded to within two (2) hours and substantive responses to user questions must be provided within eight (8) hours (e.g., assistance if needed resolving system issues, retrieving desired data, obtaining reports, etc.);
 - b. Calls of a critical nature (e.g., system down, critical functionality not working correctly, etc.) must be responded to within one (1) hour and substantive responses or resolution provided within four (4) hours; and
 - c. The Contractor must provide a complete response or resolution to all calls within forty-eight (48) hours of the call being logged or a time mutually agreed to by the Contractor and the State.
2. Provide production environment maintenance and support of the OPLATES System solution and State Internet user software and tools, including:
 - a. Updates, patches and repairs;
 - b. Correction of application defects; and
 - c. On-site technical support as required.
3. Provide routine system metrics as follows, including documenting problems encountered during the initial and ongoing support period:
 - a. Problem description;
 - b. Type of problem;
 - c. Number of problems;
 - d. Anticipated fix date;
 - e. Resolution; and
 - f. Frequency of problem occurrence and problem cause(s).
4. Identification of timeframes for correcting application and database defects.

Conversion System Requirements

Conversion system requirements for the OPLATES System from the current to the new environment.

- Identify data to be converted, format, transport method.
- Current OPLATES System data is available from September 2000, the inception of the OPLATES System.
- The current OPLATES System central core data (historical sales data) consists of approximately 33 gigabytes. This does not include supporting tables and other database requirements (i.e. Frequently Asked Questions (FAQ) is 200 MB, error messaging, ticket escalation, phone numbers, etc.).
- Current OPLATES System central core data is stored in a SQL database.
- OPLATES central core data relates to a customer transaction and includes but it is not limited to:
 - Transaction ID;
 - Final transaction date;
 - Originator (Web/IVR);
 - Type of transaction (VISA, Americard, Master Card, Etc.);
 - Name;
 - Address;
 - Phone (optional);
 - Email (optional);
 - Transaction amount with fee breakdown;
 - Plate number;
 - Origin code (optional);
 - Changed plate (standard/renewed as);
 - Save Our Sight fee for donation;
 - Subsequent transaction processing involving settlement;
 - Final status;
 - Settlement date and time;
 - Associated batch number;
 - Error message(s);

- Credit/debit card authorization date/time;
 - Credit/debit card reference #;
 - Two (2) comment fields;
 - Fleet company information;
 - Bank fleet company uses;
 - User information;
 - Error code information;
 - Blanket power of attorney tax # - active/inactive and revoked;
 - Survey data;
 - County codes;
 - OPLATES Internet Site news;
 - Activity Report Summary data; and
 - Other.
- Provide edits primarily for special plates and basic edit routines such as verifying the correct number of digits for credit, ACH format correct, email format correct
 - OPLATES Ticket Escalation – The Contractor must provide the necessary planning, programming, testing, and deployment of a ticket escalation system. Screen prints of the current system are provided in Supplement 10.
 - OPLATES Frequently Asked Questions (FAQ) – The Contractor must provide the necessary planning, programming, testing, and deployment of a FAQ system. Screen prints are provided in Supplement 11.

Database Requirements

Database requirements for the OPLATES System from the current to the new environment

- Ability to provide database with structural complexity and flexibility of current OPLATES System.

Financial System Requirements

Financial system requirements for the OPLATES System that involve credit/debit card payment processing and automated clearinghouse check processing.

- Credit card payment must be authorized by a service or bank approved by the State before completing the transaction. This function must be available number twenty-four (24) hours per day, seven (7) days per week, three hundred sixty-five (365) days per year.
- Credit/debit card processing must meet the Payment Card Industry Data Security Standards (PCI DSS) standards and the Contractor must maintain them at no additional expense to the State.
- Contractor must comply with all current and future changes to the rules and regulations set by the National Automated Clearing House Association (NACHA) and Federal Reserve or state laws governing credit card and ACH services at no additional cost to the State.
- All credit card, debit card, and bank account information must be encrypted by the Contractor using an algorithm and key size that is approved under OIT IT Standard ITS-SEC-01 "Data Encryption and Cryptography". A copy of this standard is available from this link:
http://oit.ohio.gov/IGD/policy/PDFs_EA/ITS-SEC-01.pdf
- Payment information and customer information must be exchanged in a secure manner that prohibits interception and decoding by unauthorized individuals.
- The Contractor must transmit files that contain the credit card and ACH transactions to the State's banks immediately at the end of each business day. If the file transmittal is not successfully received by the State's bank, the Contractor must re-attempt to transmit the file at least once per hour until the file has been successfully received by the bank.
- Once the State's bank has received the credit card files and agrees that the contents are accurate and readable, the bank will mark the files with a settlement date and will send the marked files back to the Contractor. When the Contractor receives the marked files, each of the individual transactions listed in the file must be automatically marked as "settled."
- The Contractor must include the "settlement date" as part of the file that is transmitted to the State's ACH bank. The "settlement date" must be listed in the file as defined by the State and the State's bank. The "settlement date" must also be adjusted to coincide with the State's bank's weekend and holiday schedule. Once the State's bank has received the ACH file and agrees that the contents are accurate and readable, the bank will mark the files with a settlement date

and notify the State as such. The OPLATES must provide the Bureau of Motor Vehicles the ability to mark the batch as “settled” using an online menu option.

- The Contractor must use the State’s banks for credit cards and ACH, but will not be required to pay the costs for banking, credit card processing, or ACH processing.
- The Contractor’s system must provide the State the ability to issue credits through the State’s bank.
- The Contractor must have in place a method for recovery of lost or damaged batch files.
- The OPLATES Internet and Interactive Voice Response System must be capable of generating a unique transaction identifying number (up to 16 digits-currently 11 digits) to each financial transaction when a credit card or ACH is used. This number must be sequentially assigned to all complete and incomplete transactions. The number must be assigned at the beginning of transaction and must identify the transaction even if it is not completed. The number may contain up to 16 digits (currently 11 digits) in a sequence determined by the State. The starting number would be provided by the State. The identifying number is included in the transaction information that is passed to the credit card companies or banks of the financial records and is assigned to a set of one or more plate registrations. The State must be able to query all records using this identification number to retrieve the details of each registration assigned to the given ID number.
- The identification number must be passed to the State, banks, and credit card companies as a permanent part of the settlement record.
- The Contractor must provide the State the ability to retrieve all Internet and IVR transactions by the identification number (up to 16-digits-currently 11 digits) assigned to each transaction.
- All Internet and IVR transactions must be identified in real-time from a database that the Contractor maintains as to the status of each financial transaction. No transactions should be allowed to be credited until they have been “settled” with the State’s merchant bank.
- The State must be able to initiate credit card credits for a given transaction using the identification number (up to 16 digits-currently 11 digits) through the Contractor’s system. The credit information must be included as part of the information that will be sent to the State’s bank in the daily file.
- The Contractor must provide the State the ability to assign the ODPS user security levels in order to process refunds without seeing the customer’s credit card number or bank account number.
- The Contractor must also provide the State the ability to allow or deny access to certain applications.
- Under the basic security level for Credit Card refunds, the Contractor must allow the State to retrieve a record using the ID number (up to 16 digits-currently 11 digits) and process a credit to the customer’s card up to the amount of the original transaction. The basic security level will only show the transaction amount and registration detail information, but will not show the customer’s credit card information or bank account number.
- Under the advanced security level for Credit Card refunds, the Contractor must allow the State to retrieve a record using the ID number (up to 16 digits-currently 11 digits) and process a credit to the customer’s card up to the amount of the original transaction. The advanced security level will show all the registration detail and credit card information. The user must be able to edit the credit card information in order to issue a credit to a customer who has an expired credit card.
- Both the basic and advanced users of Credit Card refunds must have the ability to enter notes/comments as part of the credit card credit transactions, which will be part of the Contractor’s record contained in the database.

Financial System Reporting Requirements

Financial system reporting requirements for the OPLATES System.

- The Contractor’s system must allow the State to see all transactions as they happen in real-time using online reporting. This includes transactions that are completed as well as transactions that are not completed.
- All transactions reports must be available in real-time in both detail and summary form.
- The Contractor shall provide the State with the ability to expand or limit reporting criteria as desired by the user. The State must be able to run reports for any specific date range by transaction type (IVR, Website, Fleet, or All Transaction Types), payment type (Visa, MasterCard, American Express, Discover Card, Electronic Check, All Credit Cards, or All Payment Types), or

vehicle type (IVR, Internet). All reports must be available in “live” real-time reporting and the State must have the ability to run reports online. All online reports must be printable. Electronic Secure File Transfer will be specified as an option.

- The reporting system must have the ability to support multiple users and provide the State the ability to decide the access given to its users. This includes the ability to establish user access to data and functions.
- The system must give the State the ability to establish whether individual users can see data with or without credit card and bank information displayed.
- A time-out function must be implemented by the Contractor so that a user must re-login after twenty (20) minutes of inactivity.
- The reporting system must include drill-down reporting features that allow the user to retrieve more specific information if desired. For instance, if a transaction summary were selected, the user could choose to see the detail of a specific transaction listed in the summary (Supplement 8).
- The reporting system must include the Basic and Advanced security features that determine whether credit card/bank information will be shown in the reports. Basic and Advanced users must be able to see the same reports; however, the Basic user’s reports would have the credit card/bank information suppressed.
- The reporting system must include a report wizard feature that allows the users to create unique reports based on the criteria of their choosing. The system must also allow these reports to be exported to an Excel spreadsheet.
- A list of current financial and transaction reports is included. The Contractor must be able to minimally provide these reports as part of their reporting system (See Supplement 8).
- The Contractor must provide various error reports that indicate transactions that have been rejected for various reasons. These reports must include the reason for the error as well as other transactions details (See Supplement 8).

Financial Batch Number System

Financial batch number structure required for the OPLATES System.

- A unique 4-digit batch number must be assigned to each credit card type and ACH batch for each daily settlement item for the Internet and IVR systems. The number must be sequential in identifying each credit card type and ACH i.e.

Business Date 7/15/08		Business Date 7/16/08	
Visa (Internet)	000	Visa (Internet)	001
	1		1
Visa (IVR)	000	Visa (IVR)	001
	2		2
MC (Internet)	000	MC (Internet)	001
	3		3
MC (IVR)	000	MC (IVR)	001
	4		4
AMEX (Internet)	000	AMEX (Internet)	001
	5		5
AMEX (IVR)	000	AMEX (IVR)	001
	6		6
Discover (Internet)	000	Discover (Internet)	001
	7		7
Discover (IVR)	000	Discover (IVR)	001
	8		8
ACH (Internet)	000	ACH (Internet)	001
	9		9
ACH (IVR)	001	ACH (IVR)	002
	0		0

- The batch number must run sequentially through 9999, and then start over at 0001.

- The batch number must be part of the settlement record that is passed to the State, the banks, and the credit card companies.
- The batch number must be displayed as part of the transaction reports that are available in the Contractor's reporting system. It must be displayed in both summary and detail record reports.
- Contractor must allow for site inspections, at the ODPS' request.
- The Contractor must maintain a complete test and production site at its own location. This test/production site must be connected to the BMV's test/production site.
- Transactions, once initiated, must be processed to completion. The suspensions of transactions cannot be for more than one (1) hour for individual plates or twenty-four (24) hours for fleets.

Transaction Accounting

Overview of the transaction processing requirements related to the OPLATES System. It also outlines State of Ohio transaction offering(s) with related use language.

The Contractor shall provide the State with a detailed, live, real-time accounting for all renewal transactions, special logo/personalized plate orders, driving record abstract(s) and re-instatement fees payments successfully processed by the Contractor during current or any previous month. The Contractor shall also provide the State with a summarized monthly accounting of attempted and rejected transactions as well as the number of transactions that could not be completed due to network, application or other problems. The accounting shall provide breakdowns of the number of transactions processed by IVR and Internet. Such monthly accounting shall be prepared and forwarded to the State not later than the 10th day of the month following the accounting month. The report must provide detail for each day of the month with monthly totals and average. Supplement 8 provides a list of existing reports all of which are required under this Request for Proposal.

ChoicePoint PaymentEngine. The Ohio Office of Budget and Management administers the e-payment engine program. For e-Payment processing, the state of Ohio uses the ChoicePoint FlexFoundation PaymentEngine™. The e-Payment engine is designed to provide open and well-defined interfaces and Application Program Interfaces (API's) to provide connectivity to various State agency applications. At the State's discretion, future consideration for utilizing the State's payment engine may be required. If it is determined that the ChoicePoint Payment Engine will be used, the changes provision of the Contract may be used. Additional information regarding the payment engine is provided below.

Agency Application to PaymentEngine APIs - ChoicePoint's PaymentEngine provides the following client application interface options for agency applications to connect to the PaymentEngine. In addition to standard Authorizations, these API's provide flexibility for Refunds, Voids and Charge Backs as well as queries for Settlement, Deferred Settlement, Refund, and Chargeback data. Reporting API's are also provided for Payment Tracking, Summary and Detail data. A Unique ID is also used to follow each payment for tracking and reconciliation purposes.

PaymentEngine JSP (Java Server Page) GUI Components – Facilitates interaction between the client application and PaymentEngine by providing canned screens when included in the client application. The PaymentEngine JSP GUI Components are JSP components that can be included in applications to build forms that accept credit card, debit card, check, or savings account payments, track payment details, and view deposit and activity reports. The PaymentEngine JSP GUI Components contain part of the HTML for a Web page and are enclosed within a JSP in your client application to facilitate interaction between the client application and PaymentEngine. The HTML surrounding the JSP GUI Components can be simple or complex, depending on the requirements of the application. The enclosing JSP passes parameters to the JSP GUI Components by setting attributes of the HTTP servlet request.

PaymentEngine Client Objects for the Java™ Platform – Provides integration with the PaymentEngine from any Java platform. The PaymentEngine Client Objects for Java provide thin client architecture for handling electronic payments. The objects are APIs that hide the Web

Services interface when interacting with PaymentEngine. The PaymentEngine Client Objects for Java use the Sun™ implementation of Secure Sockets Layer (SSL) to ensure secure communications with the PaymentEngine server. The Java network components must be installed, and a certificate trust store must be present with the client application to allow communication with the PaymentEngine server as a trusted source via SSL.

PaymentEngine Client Objects for COM – Provides integration with the PaymentEngine from any Microsoft® platform. The PaymentEngine Client Objects for COM provide thin client architecture for handling electronic payments. The objects are API's that hide the Web Services interface when interacting with PaymentEngine.

PaymentEngine Web Services Interface – Provides integration with the PaymentEngine from any SOAP client platform. PaymentEngine supports full payment-server functionality using a Web Services interface via SOAP over VPN or SSL. The PaymentEngine Web Services interface is a HTTP-based and XML-driven framework that allows any language binding supported by SOAP

Reporting Requirements for Internet and Interactive Voice Response System Renewals
Reporting requirements are identified for the OPLATES System.

Summary Information from Contractor

The Contractor must provide to the State, in batch mode, summary information detailing the number of Internet and IVR transactions successfully completed during the day. This information must be transmitted to the State after the opening of the next day's daily report for the automated office. This information will be used to assist with the reconciliation of the day's work.

The Internet and IVR systems each must have a summary report, which must include:

- A. Individual batch total due.
- B. Individual batch total paid.
- C. Total amount due for all batches for a given day.
- D. A four (4) digit batch number assigned to each credit card type and ACH for both Internet and IVR transactions.

Report media must include, but not be limited to, hard copy and electronic file transfer and must be viewable on the Internet in live real-time reporting. Minimally, all reports included in Supplement 8 must be available on the Internet in live real-time reporting and must be printable.

Daily Report status identifying Internet and IVR transactions processed and the fees collected.

Detail and summary information received from the Internet and IVR transactions processed and the fees collected must be provided to the State in batch mode. This information must be retained from the inception of the OPLATES System since September 2000.

Daily Deposit Report information must include, but not be limited to:

- A. Transaction tracking number for each transaction/plate;
- B. License plate number(s) for each tracking number;
- C. Amount due for each transaction;
- D. Amount paid for each transaction;
- E. Batch total due;
- F. Batch total paid; and
- G. Total amount due for all batches for a day.

Report media must include, but not are limited to, hard copy and electronic file transfer and must be viewable on the Internet in live real-time reporting. All reports included in Supplement 8 must be available on the Internet in live real-time reporting and must be printable.

Reject Reports for Internet and IVR

Each report must show a listing of all attempts that were not authorized. The reports must include:

- A. The number of rejects for each reason of denial; and
- B. The grand total of rejects.

Testing

The Contractor shall provide a mechanism for the State to user test the Contractor-provided product with adequate lead-time for the Contractor to correct deficiencies.

System Testing and Acceptance Period

- A. The system acceptance period must consist of the following stages:
 1. Test Period: Compatibility, conformance, functional, performance, stress, unit and full system integration testing, prior to production implementation, at the Contractor's and the ODPS Headquarters test sites (lab setting).
 2. Final System Acceptance: Final acceptance review and monitoring after the OPLATES system is fully operational.
- B. Unless otherwise specified by the ODPS:
 1. The requirements of this RFP must be completed and the Test Period must begin within 180 calendar days after receipt of order (ARO) and will last a minimum of thirty (30) calendar days.
 2. Final System Acceptance will commence after successful completion of the Test Period in the ODPS and Contractor's test site with non-production data. Acceptance will occur after the Contractor's solution performs at 99% for sixty (60) consecutive calendar days.
- C. Notwithstanding the ODPS' rights under the Contract to extend the testing period, the solution is required to achieve Final System Acceptance no later than two hundred ten (210) calendar days after Contract execution.
- D. The ODPS will provide written confirmation following successful completion of the 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.
- E. The ODPS will, and the Contractor must, maintain appropriate records documenting performance during the Test and Final System Acceptance Periods. 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.
- F. 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.
- G. The Contractor shall provide a proposed written test plan which shall include, but not be limited to, all necessary criteria. Testing will be performed to ensure that the solution as a whole, and all components thereof, will satisfy the requirements agreed to in this RFP. A description of all phases of testing which will include provisions for the documentation of testing results, problem detection, corrective measures taken to permanently address problems, a description of the resources that will include the ODPS and Contractor staffing necessary to conduct testing.
- H. Notwithstanding the foregoing, the ODPS shall have the sole discretion to determine the test plan that will include all details contained therein. This plan will ultimately be used in the determination of whether the solution and all components thereof will satisfy the requirements and deliverables 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 approval prior to the beginning of the Test Period.

Test Period

- A. The 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 thirty (30) consecutive calendar days, or less at the ODPS' option, in order to meet acceptance.

- B. The Test Period must include, but not be limited to testing to confirm, to the ODPS' satisfaction, that the solution performs successfully in accordance with all requirements specified in this RFP (including all addenda and any resulting Contract).
- C. If the solution does not, in the sole judgment of the ODPS, perform or operate in accord with the criteria set forth in this RFP (including all addenda and any resulting Contract) for thirty (30) consecutive calendar days, the Test Period may continue, at ODPS' sole discretion, on a day-to-day basis until the Solution, in the ODPS' sole judgment, meets all such criteria for thirty (30) consecutive calendar days, or less at the ODPS' option.

Final System Acceptance

Once the Test Period is declared successful in writing by the ODPS, system operation shall commence in preparation for Final System Acceptance.

- A. Once the system is declared ready for production implementation by the Contractor and the ODPS, and this acceptance is confirmed in a written document by both parties, Final System Acceptance will begin. Final System Acceptance must be a production-monitoring period where the Contractor must successfully demonstrate all requirements of this RFP (including all addenda and any resulting Contract) for sixty (60) consecutive calendar days, or less at the ODPS' option.
- B. In order to pass the Final System Acceptance testing, the Contractor must successfully demonstrate that the solution meets all requirements of this RFP (including all addenda and any resulting Contract) and performs all functions at an effectiveness level of 99% for sixty (60) 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 solution:
 - 1. Performs successfully in accordance with all the mandatory requirements specified in this RFP (including all addenda and any resulting Contract).
 - 2. Operates effectively and efficiently, without equipment, component, or software failures, for a sustained period of sixty (60) consecutive calendar days, or less at ODPS' option, during which the solution performs at an effectiveness level of 99%.
 - 3. Demonstrates problem-free interfaces to the ODPS Motor Vehicle Registration System.
- D. If the solution does not meet or sustain performance at an effectiveness level of 99% and meet all of the other criteria set forth in this requirement during the 60 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 Solution, in ODPS' sole judgment, meets all such criteria for 60 consecutive calendar days, or less at ODPS' option.

Advertising. The offeror shall not include advertisements for other products or services as a part of OPLATES. For further information refer to Ohio IT Policy F.35 – Advertisements, Endorsements, and Sponsorship on state-controlled websites (PDF), issued by the Department of Administrative Services at the following Web address:

http://www.oit.ohio.gov/IGD/policy/pdfs_policy/ITP-F.35.pdf

Performance Testing. Performance testing will be done in cooperation with the Contractor to ensure the OPLATES application meets the specified performance requirements listed elsewhere in this RFP. The State understands that Internet Web page retrievals have some dependence on components that are not under the Contractor's control. Internet response times as described in the Objectives Section provide an indication of the complexity and volume of information that should be contained on one screen.

Performance Criteria. All work during the development process will be coordinated with the ODPS Project Manager. Specific task assignments will be made with agreed upon time frames for completion. The development of the Internet application and interactive voice response system will be complete, including testing, by 120 days after the contract is signed, unless the Contractor and the State mutually agree in writing to extend this deadline. Work determined by the State to be in non-compliance with the Contract shall be brought into conformance by the Contractor at no expense to the State within ten (10) working days or a mutually agreed upon time frame of written notice from the State, or the Contractor shall be in default. The Contractor must provide the State with documentation sufficient to show the provided services can handle the load of multiple customers simultaneously.

Special Maintenance Standards. The Contractor must maintain networking, computer components, and staffing to support a twenty-four (24) hours per day, seven (7) days per week, three hundred sixty-five (365) days per year (24/7/365) web hosted application and Interactive Voice Response system. The intent of the State is to have these services available to customers at all times with minimal wait times.

Equipment and System Elements. The equipment shall remain the property of the Contractor. The equipment shall be housed at a site provided by the Contractor. The Contractor shall provide all staffing to maintain and operate the Interactive Voice Response System and Web hosting environments. The Contractor will provide names, email addresses, and phone numbers of the primary operations contact and backup.

Performance Level.

- A. All components of the solution shall be capable of continuous operation. It is the expectation that the operational up-time be 99% over any given thirty (30) day period.
- B. The ODPS will be entitled to direct damages from the Contractor if any component of the solution under current maintenance becomes inoperable for a period of more than four (4) 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 four (4) hours). 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.

Maintain Work Plan. The Work Plan must allow sufficient time for the State's staff to review all Work. The State will determine the number of business days it needs for such reviews and provide that information to the Contractor after award and early in the development of the Work Plan. (See Attachment Three for components of the Work Plan.)

Transition Requirements. 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 for transition 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. The Contractor must provide transition services to the State at the current contract cost. The transition plan must minimally include conversion of data at the end of the contract.

In the event that a subsequent contractor is unable to assume operations on the planned date for transfer, the Contractor must continue to perform OPLATES operations on a month-to-month basis at the current cost for up to six (6) months beyond the planned transfer date. The State will provide the Contractor a thirty (30) day notice of an extension.

Transition Plan. The Contractor shall provide a plan for transitioning the contract either to another vendor or to the state of Ohio. This plan must be updated yearly and an updated plan submitted to the State. The cost for the original plan and the updates must be included in the proposed annual costs.

Meeting Attendance and Reporting Requirements. The Contractor's management approach to the Work must adhere to the following meeting and reporting requirements:

- Immediate Reporting - The Work Manager or a designee must immediately report any staffing changes for the Work to the Work Representative (see: Attachment Four: Part Two: Replacement Personnel).
- Attend Status Meetings - The Work Manager and other Work team members must attend status meetings with the Work Representative and other people deemed necessary to discuss Work issues. The Work Representative will schedule these meetings, which will follow an agreed upon agenda and allow the Contractor and the State to discuss any issues that concern them.

- Provide Status Reports - The Contractor must provide written status reports to the Work Representative at least one (1) full business day before each status meeting.
- The Contractor's proposed format and level of detail for the status report is subject to the State's approval.
- Prepare Status Reports two (2) times per month - During the Work, the Contractor must submit a written status report two (2) times per month to the Work Representative by the beginning and middle of each month. At a minimum, status reports must contain the following:
 - A description of the overall completion status of the Work in terms of the approved Work Plan (schedule and cost);
 - Updated Work schedule;
 - The plans for activities scheduled for the next two (2) weeks;
 - The status of any Deliverables;
 - Time ahead or behind schedule for applicable tasks;
 - A risk analysis of actual and perceived problems; and
 - Strategic changes to the Work Plan, if any.

Work Hours and Conditions. Testing activities, planning and status meetings that involve State staff will occur during normal working hours on State property Monday through Friday, 8:00 a.m. to 5:00 p.m.

INTERNET AND IVR SYSTEM PROCESSING FUNCTIONS

Listed directly below are the processing functions for the OPLATES Internet and IVR Systems.

Two (2) separate paths are required for processing OPLATES Internet and IVR Systems and the Driver Abstract and Reinstatement Fee Payment Processing.

INTERNET INDIVIDUAL VEHICLE REGISTRATION RENEWAL, DRIVING RECORD ABSTRACT(S), AND REINSTATEMENT FEE(S) SYSTEM PROCESSING FUNCTIONS

SCRIPTS – The customer must be led through the following processes when using the OPLATES. The proposed processes are intended to give the Contractor a thorough knowledge of the issues that must be addressed in order to accurately renew Ohio vehicle registrations, driving record abstract(s) requests, and post reinstatement fee(s) via an Internet system. The State desires to keep a similar look and feel as currently exist for the OPLATES process. Supplement 6 contains screen prints of the current OPLATES web pages for vehicle registration only. The Contractor may make suggestions to improve the process.

The State prints the Internet web site address for renewing over the Internet on each vehicle registration renewal reminder, suspension notices, BMV 2006, Notification/Reinstatement Requirement (see Supplement 15), and the BMV 1173, BMV Record Request (see Supplement 14), forms.

When accessing the OPLATES web site, the customer must receive a visual greeting and be led through the following topics. There must be an option for a live chat session with a Bureau of Motor Vehicles staff member during normal BMV business hours at any point during this process.

Vehicle Renewal Inquiry – The customer must be instructed to enter their Registration Plate Number and the last four digits of their Social Security Number or their Registration Renewal Identification Number. A space must be provided for the customer to include their e-mail address and phone number at their option for future contacts by the State. If an email notice is entered, the customer is asked if they would like electronic reminder next year.

Driving Record Abstract(s)/Reinstatement Fee(s) Transaction – The customer must be instructed to enter their Ohio license/identification number, date of birth, first letter of their last name and the last four (4) digits of their Social Security Number. A space must be provided

for the customer to include their e-mail address and phone number at their option for future contacts by the State.

Data Validation – The OPLATES must verify the customer-supplied data as defined below.

Address Change – The customer must check the address displayed on the web page. If it is correct, the customer can proceed. If it is incorrect, the customer must be prompted to end the transaction and visit their nearest deputy registrar location or use the Internet address change page to correct their address. The driving record abstract and reinstatement fee transactions customers must visit their nearest deputy registrar location or use the Internet address change page to correct their address.

EPA Certification - If the customer is required to complete an e-check to register and the certificate is not on file, the BMV will return an error. If EPA is the only requirement, the customer will be given an opportunity to enter the Certificate information on-line at this time. If information entered is correct, the customer can continue with their transaction. If the information is not correct, the customer will be directed to contact the Bureau of Motor Vehicles.

Vehicle Color - If there is not a color on record with the Bureau of Motor Vehicles for the customer's vehicle, the customer must be asked to provide the color of their vehicle. They will be directed to a chart and a drop down list to choose the vehicle color. Once this has been captured the customer cannot change the vehicle color. If the vehicle color is already on file, the customer will not be asked for this information.

Inquiry Verification – The State system will verify the data information entered. If the data information is not valid, the OPLATES will receive a response from the State computer system directing it to request a re-verification of the information entered, providing the customer the option to re-enter the data or exit the web site. A registration renewal can occur up to ninety (90) days prior to the expiration date. If the data information is valid, the verification process will continue. The Ohio Revised Code (ORC) allows the State to block the ability to renew a registration for various reasons. If the renewal of the registration is prohibited, the Internet Renewal system must provide the customer the reason(s) for denying the registration. For certain errors, OPLATES must provide the correct phone number and contact information for the specific block that has been identified [Parking Ticket block, Judgment block, etc.]. Driving record abstract requests and reinstatement fee(s) can be submitted at anytime.

Insurance Verification – The customer must be prompted to verify by checking YES or NO that they have met Ohio financial responsibility requirements. If the customer indicates they have not met Ohio financial responsibility requirements, the OPLATES must display to the customer a message giving the reason for not accepting the renewal and terminate the transaction with the customer being automatically returned to the OPLATES Web site greeting.

Biennial Registration Option – If the customer qualifies, they must be asked if they want to renew for one (1) or two (2) years. The system must allow for biennial registration if the customer has selected a two (2) year option. Once an option of two (2) years is chosen the system must link to the State for calculation of the correct fees and expiration date. The option to continue with biennial registration or exit current option must be available.

New Plate - The OPLATES must prompt the customer to determine if they would like a new plate, to keep their existing plate, or apply for a special plate.

Save Our Sight - The OPLATES must prompt the customer to determine if they would like to donate to the Save Our Sight Program. The customer must press a key to indicate YES or

NO to this prompt. This information must be in the data stream sent to the State so the donation can be included.

User Response - The OPLATES must display specific vehicle information, expiration date, the description and amount of each fee charged, and total amount that will be charged to the customer. The application must allow for multiple reinstatement fee(s) with one payment process. A minimum payment of \$50.00 will be accepted. If the amount is less than \$50, the application must direct the customer to contact the Reinstatement Office.

The user must be prompted to determine if they have additional driving record abstract requests. If the customer responds in the affirmative, the OPLATES must be designed where the customer can complete the BMV Record Request Form BMV 1173 (see Supplement 14) for each additional driving record abstract. The total cost must be included in the payment authorization process and receipting.

The user must be prompted to determine if they have additional registrations to renew at this time. If so, the OPLATES must be designed where the customer can repeat the entire renewal process for an additional vehicle. This process must repeat until the user has no additional plates to renew. The application must maintain the costs and other data for all renewals for this individual. The total cost must be included in the payment authorization process and receipting.

Payment:

Credit and Debit card authorization – The OPLATES must then request entry of credit card information by the customer and obtain the payment authorization. The OPLATES must process the payment authorization with the State's selected bank. If the payment transaction is authorized, the customer shall receive a display confirming the completion of the transaction including the credit card authorization number, transaction tracking number and that the renewal sticker will be mailed within two (2) business days. If the payment authorization is denied, the customer must receive a display that clearly states the reason for the rejection; e.g. insufficient funds, expired card, account number not valid, etc. along with a screen to accept a different payment for authorization. The payment authorization then repeats. The customer must also have the option of canceling the transaction prior to authorization.

ACH Authorization Process – The OPLATES must request entry of checking account information by the customer. The OPLATES must batch all ACH transactions for each day into a file to be sent to the State selected bank. The Bureau of Motor Vehicles contacts the bank using the Passkey automated deposit verification system to verify the file amount matches the OPLATES ACH collect report. Once the amount has been verified, the OPLATES provides the Bureau of Motor Vehicles with the ability to "settle" the batch using an online menu option.

Vehicle Renewal Update, Driving Record Abstract(s), and Reinstatement Fee(s) – At the completion of a successful credit card authorization response or ACH process, the OPLATES must transmit an appropriate message to the State defining the transaction.

- The driving record abstract must be stored and transferred to the State in a batch file using the FTP process once each day.
- The link to review the Notification/Reinstatement Requirement letter BMV 2006 (see Supplement 15) should be displayed for all reinstatement fees. This message must be sent through an on-line process with the State computer system.

System Downtime – Internet OPLATES

System downtime is that period when any part of the system is inoperable due to non-compliance with the specifications of this RFP.

During a period of downtime, the State may use operable components of the system when it will not interfere with the repair of inoperable components of the system.

Downtime will start from the time the State notifies the Contractor of the inoperable condition of the system until the system is returned to proper operating condition.

The OPLATES must display a message to the customer whenever a renewal, driving record abstract(s), reinstatement fee(s), or other functions cannot be completed due to technical problems.

The OPLATES must be available for use at least 99% of the time in any thirty (30) day period. The system cannot be out of service more than four (4) hours in any twenty-four (24) hour period.

If the system is out of service longer than four (4) hours in any twenty-four (24) hour period, the Contractor will be in breach of the Contract. If the breach is not curable and the assessment of damages does not cure the breach, the State may elect to collect damages for the breach, elect to waive the breach or elect to use the remedies outlined in the Suspension and Termination provision of this Contract. Actual damages may be difficult to ascertain, the State may assess the damages by requiring the Contractor to pay the State \$250 per hour. For example, if the OPLATES system is down for six (6) hours in a 24 hour period, the damages will be $\$250 \times 6 \text{ hours} = \$1,500$.

The State may deduct all or part of the damages from any part of money owed to the Contractor, so long as the State provides prior written notice to the Contractor.

Downtime periods imposed by the State for system interface enhancements or other system interface reasons will not be the subject of any breach of contract accountability for the Contractor. The State will be responsible for "a priori" notification of known downtime requirement needs. These needs will be coordinated with the Contractor. The Contractor will be required to coordinate these activities with the State to insure minimum system downtime.

Response Time - Response times for OPLATES require minimal wait time for customers (users) of the systems. Average response times for Web hosted applications using a 56kb modem must be less than 10 seconds for complete screen paint for screens not requiring database lookups. Database lookup screens must take no longer than twenty (20) seconds.

OPLATES Processing – OPLATES

The OPLATES must start a new day at 12:00 a.m. daily. This must open a new daily report under which the day's revenue will be collected. The twenty-four (24) hour period is 12:00 a.m. to 11:59 p.m.

The unique automated office and cash register number must be passed to the OPLATES, which must be responsible for transmitting this number, a unique log number, and State defined work location with each transaction.

The transaction types the Contractor must transmit to State are (1) daily detail and summary statistics record, (2) renewal inquiry, (3) renewal update, (4) driving record abstract requests, (5) reinstatement fees posted and (6) deposit report to reconcile with the daily statistical records. All transaction types require transaction identifier information (e.g. transaction-ID, work-loc, office-no and log-no, except for daily summary statistics).

Renewal, Driving Record Abstract(s), and Reinstatement Fee(s) Transmission Process – OPLATES

When each successful transaction is processed by the OPLATES, the Contractor must notify the State that a transaction has occurred.

If the OPLATES is unable to send a real-time transaction to the State, the Contractor must store the transaction until real-time processing is restored. All stored records must then be transmitted to the State.

As confirmation of the new event created, the State will return to the Contractor a successful return status.

Contractor Processing Functions – Data Files –OPLATES

A data file must be created by the Contractor to hold detailed information received from the OPLATES to include payment information and specific transaction renewal data, data, driving record abstract requests, and reinstatement fees posted.

Error Reporting –OPLATES.

All system and programmer defined errors returned from the on-line OPLATES must be stored in a table. These errors will be reviewed by State personnel to evaluate Contractor resolution of problems.

The OPLATES must store detail transaction information on each completed and uncompleted transaction and provide a response to State on a daily basis for problem resolution. Once the system has stabilized, the report will be requested on an as needed basis.

Daily Production of Registration Certificates –OPLATES

All registration certificates will be printed by the State in batch for that day's Internet renewals utilizing the data required to be transmitted from the Contractor. Registrations and validation stickers will be printed and mailed by the State.

Daily Production of Driving Record Abstract(s) and Reinstatement Fee(s)- OPLATES

All driving record abstract(s) should be stored and transferred to the State in a batch file using the FTP process once each day. Reinstatement fee(s) paid should be posted real-time and the link to review the Notification/Reinstatement Requirement letter BMV 2006, Reinstatement Letter (see Supplement 15), should be displayed.

Front End Development –OPLATES

The Contractor will be supplied specific record formats for transmission to/from the existing State renewal process. The Contractor will be required to format the transaction appropriately for transmission.

IVR SYSTEM PROCESSING FUNCTIONS

Two (2) separate paths are required for processing OPLATES System and the Driver Abstract and the Reinstatement Fee Payment System.

SCRIPTS – The Contractor shall provide sample scripts to meet the required functions as part of the contract proposal. Scripts of the ODPS' current processes are included in Supplement 5.

The customer must be led through the processes when calling the OPLATES Interactive Voice Response System. The following proposed processes are intended to give the offeror a thorough understanding of the issues that must be addressed in order to accurately renew Ohio vehicle registrations, driving record abstract requests, and post reinstatement fees via an interactive voice response system. The offerors may propose any process that will meet the minimum requirements of renewing Ohio vehicle registrations, driving record abstract requests, and posting reinstatement fees via an interactive voice response system.

Address Change – The customer must be asked to verify the address against current Bureau of Motor Vehicles data. If it is correct, the customer can proceed. If it is incorrect, the customer must be prompted to end the call and visit their nearest deputy registrar location or use the Internet address change page to correct their address.

Vehicle Renewal Inquiry – The customer must be asked to enter a combination of their social security number and registration plate number for identification. All entries must be individually edited and restated back to the customer for verification.

Driving Record Abstract(s)/Reinstatement Fee(s) Transaction – The customer must be asked to enter their Ohio License/Identification Number, Date of Birth, First Letter of their Last Name and the last four Digits of their Social Security Number for identification. All entries must be individually edited and restated back to the customer for verification.

Verification – When the information entered is verified by the customer, the interactive voice response system must access the vehicle data to return the proper registration or access the driver license data to return the correct driver license record information. If the information entered is not valid, the interactive voice response system must request a re-verification of the information entered, providing the customer the option to reenter the data or to terminate the transaction. If the renewal of the registration is prohibited, the interactive voice response system must direct the individual to contact the Bureau of Motor Vehicles.

New Plate - The interactive voice response system must prompt the customer to determine if they would like a new plate or to keep their existing plate. The customer must press a key to indicate YES or NO to this prompt.

Biennial Registration Option – If the customer qualifies, they must be asked if they want to renew for one (1) or two (2) years. The system must determine based on the customer information whether the registration they are attempting to renew is eligible for a two (2)-year option. Once an option of two (2) years is chosen the system will calculate the correct fees and expiration date. The option to continue or exit current option must be available.

Save Our Sight - The interactive voice response system must prompt the customer to determine if they would like to donate to the Save Our Sight Program. The customer must press a key to indicate YES or NO to this prompt. This information must be included in the data stream sent to the State so the donation can be included in the fee.

User Response - The interactive voice response system must verbalize to the customer specific vehicle information, expiration date, the description, and amount of each fee charged, and total amount that will be charged to their choice of payment methods.

The Interactive voice response system must verbalize the total fee(s) due for payment of reinstatement fee(s). The customer must provide their Ohio license/identification number or their record key number, date of birth, first letter of their last name and the last four (4) digits of their Social Security Number. A minimum payment of \$50.00 will be accepted. **If the amount is less than \$50, the application must direct the customer to contact the Reinstatement Office.**

The interactive voice response system must verbalize the information required on the BMV Record Request Form BMV 1173 (see Supplement 14). The customer must provide their Ohio License/ID Number, Date of Birth, First Letter of their Last Name, and the last four (4) Digits of their Social Security Number. The total cost must be included in the payment authorization process and receipting.

Insurance Verification – The customer must be prompted to verify by pressing a key for YES or NO that they have met Ohio financial responsibility requirements. If the customer indicates that they have not met Ohio financial responsibility requirements, the interactive

voice response system must state to the customer a message giving the reason for not accepting the renewal and terminate the transaction with the customer being automatically returned to the interactive voice response system site greeting.

If the information entered is valid, and positive verifications are received from these items, the State system will calculate all applicable fees and return these to the interactive voice response system along with the owner, vehicle, and registration information required to be reflected on the new registration certificate, except for the new validation decal number, which must be entered as part of the batch print process by the State computer system.

Payment authorization – The interactive voice response system must then obtain the payment information from the customer and obtain the payment authorization. The interactive voice response system script must be structured to eliminate the need for the customer to enter alphabetic data wherever possible. If the credit card transaction is authorized, the customer must receive a voice response confirming the completion of the transaction including the credit card authorization number, a transaction tracking number, and assurance that the renewal sticker will be mailed within two (2) business days. If the payment authorization is denied, the customer must receive a voice response that clearly states the reason for the rejection; e.g. insufficient funds, expired card, account number not valid, etc. The customer must also receive a prompt to accept a different payment process for authorization. The payment authorization then repeats. The customer must also have the option of canceling the transaction prior to authorization.

The interactive voice response system must be designed so that the customer can repeat the entire renewal process for an additional vehicle at the completion of each renewal. The process will start over with the request for the registration plate number and social security number of the next renewal. For each additional vehicle being renewed, the interactive voice response system must ask the customer if they would like to use the same payment process, and if so, the interactive voice response system must not require the customer to enter the payment information again.

Vehicle Renewal Update – At the completion of a successful payment authorization response, the interactive voice response system must transmit an appropriate message to the State defining the transaction. This message must be sent through an on-line process with the State system.

Downtime Processing - The interactive voice response system must verbalize to the customer whenever the transaction cannot be completed due to technical problems.

The interactive voice response system must be available for use at least 99% of the time in any thirty (30) day period. The system shall not be out of service more than four (4) hours in any twenty-four (24) hour period.

If the system is out of service longer than four (4) hours in any twenty-four (24) hour period, the Contractor will be in breach of the Contract. If the breach is not curable and the assessment of damages does not cure the breach, the State may elect to collect damages for the breach, elect to waive the breach or elect to use the remedies outlined in the Suspension and Termination provision of this Contract. Actual damages may be difficult to ascertain, the State may assess the damages by requiring the Contractor to pay the State \$250 per hour. For example, if the OPLATES system is down for six (6) hours in a 24 hour period, the damages will be $\$250 \times 6 \text{ hours} = \$1,500$.

Response Time - Response times for all of these systems require minimal wait time for customers (users) of the systems. Average on hold times for the Interactive Voice Response system must be no more than sixty (60) seconds.

System Processing - The interactive voice response system must open a new daily report under which the day's revenue must be collected. The 24-hour period is 12:00 a.m. to 11:59 p.m.

The unique automated office and cash register number must be passed to the interactive voice response system, which must be responsible for transmitting this number (the unique log number) and a defined work location with each transaction.

The transaction types the Contractor must transmit to State are (1) open daily report for the automated office, (2) daily detail and summary statistics record, (3) renewal inquiry, (4) driving record abstract requests, (5) reinstatement fees posted, (6) renewal update, and (7) deposit report to reconcile with the daily statistical records. All transaction types require transaction identifier information (e.g. transaction-id, work-loc, office-no and log-no, except for daily summary statistics).

If the interactive voice response system is unable to send a real-time transaction to the State, the transaction must be stored by the Contractor until real-time processing is restored. All stored records must then be transmitted to the State.

Contractor Processing Functions – Data File

A data file must be created by the Contractor to hold detail information received from the interactive voice response system, to include specific transaction renewal data.

Error Reporting

All system and programmer defined errors returned from the on-line interactive voice response system must be stored in a table and provided as a printed report. These errors will be reviewed by State personnel to evaluate Contractor resolution of problems.

The interactive voice response system must store detail transaction information on each completed and uncompleted transaction and provide a response to the State on a daily basis for problem resolution. Once the system has stabilized, the report will be requested on an as needed basis.

Daily Production of Registration Certificates

All registration certificates will be printed by the State in batch for that day's telephone renewals utilizing the data required to be transmitted from the Contractor to the State. Validation sticker numbers will be assigned concurrent with the print process and the validation stickers will be printed onto the registration certificates by the State prior to mailing.

Daily Production of Driving Record Abstract(s) and Reinstatement Fee(s)-Interactive Voice Response System

All driving record abstract(s) and Notification/Reinstatement Requirements BMV 2006 (see Supplement 15) letters will be printed by the State in a batch for that day's telephone requests utilizing the data required to be transmitted from the Contractor to the State.

Front End Development

The Contractor will be supplied specific record formats for transmission(s) to/from the existing State renewal and driver license databases, and will be required to format the transaction(s) for transmission. The Contractor and the State will develop detailed processing specifications for the communications process.

The detail information from each completed telephone transaction must be stored in the statistics file for one (1) year. Month-to-date counts must also be updated.

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.

The Contractor's Fee Structure. The Contractor will be paid in the following manner. The Contractor will invoice monthly for the transactions completed the prior month. The State will pay only for completed transactions. The Contractor will include in the per transaction costs listed in the Cost Summary all costs of services proposed to the State. This includes, but is not limited to, any development, support, maintenance, data circuit, telephone circuits, and hardware costs. Transaction costs will remain the same throughout the Contract term. The State will pay any credit card fees directly to the merchant bank.

Reimbursable Expenses. None.

Bill to Address. Ohio Department of Public Safety, Fiscal Services
1970 West Broad Street
P.O. Box 16520
Columbus, Ohio 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 the 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.

Location of Data. Unless the Ohio Department of Public Safety agrees otherwise in writing, the selected Contractor and its subcontractors must keep all State documents and data within the continental United State.

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
 - Mandatory Experience and Qualifications
 - Required Experience and Qualifications
 - Payment Card Industry Data Security Standards (PCI DSS) Compliance
 - VISA Cardholder Information Security Program (CISP) Compliance
 - ODPS Web Hosting Security Requirements Compliance
- Personnel Profile Summaries
- Proposed Solution
 - Design
 - Proposed Web Architecture
 - System Requirements Affirmation
 - Application Development/Customization
 - System Installation and Operation
 - Application Support
 - Timeline for Implementation
 - Equipment and System Elements
- Processing Requirements
- SCRIPTS
 - System Requirements
 - OPLATES Internet
 - Interactive Voice Response (IVR)
 - OPLATES INTERNET ONLINE AND IVR REQUIREMENTS (BOTH)
- Project Management
- Work Plan
 - Testing
 - System Testing and Acceptance
- Transition Plan
- Staffing Plan
 - Account/Contract Manager
 - Staffing Plan Team Qualifications
- Advertising
- OPLATES Requirements Checklist
- Time Commitment
- Assumptions
- Support Requirements
- Proof of Insurance
- Payment Address

Legal Notice Address
W-9 Form
Declaration Regarding Terrorist Organizations
Performance Bond
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, and any other background information that will help the State gauge the ability of the offeror to fulfill the obligations of the Contract. The offeror must describe its capability, capacity, and plans for developing, hosting, operating, and supporting the Deliverables, as well as describe contingency plans if the primary plan is not able to meet the Project's needs. The Deliverables for this RFP are the operational OPLATES Web hosting and Interactive Voice Response Systems.

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.

The offeror must provide a signed statement on company letterhead indicating current compliance and maintain compliance with all rules and regulations set by the Payment Card Industry Data Security Standards (PCI DSS) at no additional cost to the state of Ohio.

The offeror must provide a signed statement on company letterhead indicating current compliance and maintain compliance with VISA Cardholder Information Security Program (CISP) at no additional cost to the state of Ohio.

The offeror must provide a signed statement on company letterhead indicating current compliance and maintain compliance with all ODPS Web Hosting Security Requirements.

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 must describe in detail their data processing experience. The offeror must identify the number of years, capacity, and dates in data processing experience with an explanation of the services provided and how these are similar to those requested in this RFP.

The offeror must describe in detail their web page development experience and demonstrated capability of handling a minimum of 10,000 transactions per day. The offeror must identify the number of years, capacity, and dates in web page development field with an explanation of the services provided and how these are similar to those requested in this RFP.

The offeror must describe in detail their credit card, debit card and check processing experience. The offeror must identify the number of years, capacity, and dates to show credit card, debit card and check processing experience.

The offeror must describe in detail their interactive voice response system designing and maintenance experience. The offeror must identify the number of years, capacity, and dates to show interactive voice response system experience.

The offeror must provide a statement, signed and on company letterhead, indicating compliance and agreement with the Optional Services and Software Efficiency Improvements requirement listed in the RFP.

The offeror must provide a statement, signed and on company letterhead, indicating compliance and agreement with the Site Maintenance requirement listed in the RFP.

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 Summaries. 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 mandatory 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) **Mandatory Experience and Qualifications.**
The offeror must complete this section to show how a candidate meets the mandatory experience requirements, if any are applicable to that candidate. If any candidate does not meet the mandatory 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.

Proposed 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 those requirements.

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 describe in detail the proposed solution for Ohio Public Licensing Access Through Electronic Services (OPLATES) System and all related services, including the complete working Internet and Interactive Voice Response (IVR) subsystems. The offeror must describe all major functions including a secure internet application (www.oplates.com); a secure toll-free interactive voice response system (866-OPLATES); and all related functions.

Design. In this section, the offeror must fully describe its proposed design for the Deliverables and integration methodology, objectives, approach, methods, tools, techniques, and specific work steps for completing the technical design process. The offeror must depict the design in sufficient detail to allow the committee to verify that the design meets all the requirements. The offeror must fully describe how the design will be represented through written specifications, design diagrams, a system prototype, or Computer Aided Software Engineering (CASE) tool software.

Proposed Web Architecture. The offeror must include a description of its web-hosting architecture to illustrate the capability to support the requirements of this RFP twenty-four (24) hours per day, seven (7) days per week, three hundred sixty-five (365) days per year. The description must include how the architecture will maintain the system uptime (system availability) specified by the RFP.

The offeror must describe all the hardware, software, and networking configuration required in a Web hosted environment for the proposed solution. Additionally, the offeror must detail the required interfaces to the Bureau of Motor Vehicles, Vehicle Registration System, Driver License Database, and financial credit/debit card and check processing systems functions.

System Requirements Affirmation. In this section, the offeror must fully describe how the offeror will use systems analysis techniques to affirm the requirements identified for the Project.

Application Development/Customization. In this section, the offeror must describe the offeror's development methodology, objectives, approach, methods, tools, techniques, and specific work steps for completing the development process or customizing an existing application. Of particular importance are the offeror's testing strategies for unit, systems, user acceptance, volume, and regression testing. The offeror must also fully describe the Deliverables.

System Installation and Operation. The offeror must fully describe the offeror's methodology, objectives, approach, methods, tools, techniques, and specific work steps for installing the new system and maintaining its operation throughout the Contract period. This section must also include the offeror's approach for the State to migrate from the existing outsourced web-hosting and Interactive Voice Response environments to those provided by the offeror.

Application Support. The offeror must fully describe its plan to support the web-hosting, application, and IVR systems for the life of the Contract.

Timeline for Implementation. The offeror will provide a detailed Project schedule for all Project milestones and Deliverables. The Project schedule should be delivered as a Gantt chart, showing all major Project tasks on a week-by-week schedule to serve as the basis for managing the Project. The schedule should clearly demonstrate how the Project will become fully operational by the delivery date. The offeror must give dates for when the Deliverable(s) will be completed. The schedule should clearly and specifically identify personnel assignments and the number of hours by individual for each task throughout the development, implementation, and operation phases. The offeror will also identify and describe all risk factors associated with the forecasted milestone schedule.

Equipment and System Elements. The offeror must specifically identify all equipment the offeror proposes to use for the Project during the installation, customization, implementation, and ongoing operations. The offeror's Proposal must include the proposed manufacturer's name and model for all items of equipment items. The offeror must also include any equipment that will be required for the implementation and ongoing operation of this Project.

The equipment shall remain the property of the Contractor. The equipment must be housed at a site provided by the Contractor. The Contractor must provide all staffing to maintain and operate the Interactive Voice Response System and Web hosting environments. The Contractor will provide names, email addresses, and phone numbers of the primary operations contact and backup.

Processing Requirements. The offeror must describe in detail how the proposed solution, both Internet application and interactive voice response system, will meet the following requirements:

- Operational ninety-nine percent (99%) of the time in any thirty (30) day time period, with a maximum of four (4) hours out of service in any twenty-four hour period;
- Operational twenty-four (24) hours per day, seven (7) days per week, three hundred sixty-five (365) days per year excluding 1 hour per week for maintenance. Maintenance will be performed between the hours of 4 a.m. and 7 a.m.;
- The average response time for a 56 kbs modem must be less than ten (10) seconds for complete screen paint from the time of user input that does not return data from the database; and

- The average response time for a 56 kbs modem must be less than twenty (20) seconds for complete screen paint from the time of operator input for database lookups.

SCRIPTS. The offeror must provide sample scripts for the Interactive Voice Response and Internet Renewals to meet the required functions as part of its proposal. The scripts may be from other customers of the offeror or may be developed for this RFP. See Supplements 5 and 6 of this RFP for further description of the required scripts.

System Requirements. The offeror must also address the following requirements listed in the Scope of Work section in this RFP:

1. OPLATES Internet
 - a. Internet System Requirements
 - b. Internet Bulk/Fleet Centralized Management Utility for Bulk License Plate Registration Renewal
 - c. Internet Individual Vehicle Registration Renewal System Requirements
 - d. Internet Check Registration/Order Status System Requirements
 - e. Internet Change Address System Requirements
 - f. Internet Replacement Vehicle Registration System Requirements
 - g. Internet Replacement Vehicle Registration Sticker System Requirements
 - h. Internet News/Events System Requirements
 - i. Internet Live Chat System Requirements
 - j. Customer Survey System Requirements
 - k. Abstracts
 - l. Reinstatement Fees (Optional)
2. Interactive Voice Response (IVR)
 - a. Interactive Voice Response requirements
 - b. IVR Individual Vehicle Registration Renewal System Requirements
 - c. Abstracts
 - d. Reinstatement Fees (Optional)
3. OPLATES INTERNET ONLINE AND IVR REQUIREMENTS (BOTH)
 - a. Internet and IVR Individual Vehicle Registration Renewal System Requirements
 - b. Internet and IVR Ordering of Logo Plates System Requirements
 - c. Internet and IVR Ordering of Personalized Plates System Requirements (Owned and Leased Vehicles)
 - d. Internet and IVR Leased Vehicle Electronic Power of Attorney in the Registration Renewal System Requirements
 - e. Interface to Bureau of Motor Vehicles Registration System Requirements
 - f. Interface to Bureau of Motor Vehicles Driver License System Requirements
 - g. Internet and IVR Replacement Plate System Requirements
 - h. Internet and IVR Refund Requirements
 - i. Spanish Version System Requirements
 - j. Administrative Functional System Requirements
 - k. Hardware/Software/Networking System Requirements
 - l. Web Hosting System Requirements – The offeror must provide a statement, signed and on company letterhead, indicating compliance, agreement and adherence to all applicable State of Ohio IT Security Standards, Policies, and Bulletins, as well as the following:
 1. Web Hosting Environment.
 2. Pre and Post Contract Award unannounced and announced Site visits and inspections to Web hosting environment.
 3. Firewall Services.
 4. Database Services.

5. Reporting Services.
 6. Business Continuity Plan: The offeror must submit a business continuity plan with the RFP to ensure that the Contractor's OPLATES System is recoverable from and remains in operation during an unexpected crisis.
 7. Disaster Recovery Plan: The offeror must submit a disaster recovery plan with the RFP that includes the process, policies, and procedures of restoring operations critical to the resumption of the OPLATES System including regaining access to data (records, hardware, software, etc.), communications (incoming, outgoing, etc.), and other business services after a natural or human-induced disaster
- Data Security Plan: The offeror must submit a data security plan with the RFP that includes a comprehensive approach to the maintenance of secure data.
- m. IT Security - General System Requirements: The offeror must provide a statement, signed and on company letterhead, indicating compliance, agreement and adherence to all applicable encryption used for OPLATES must utilize approved algorithms and key sizes stipulated in the State of Ohio IT Standard ITS-SEC-01 "Data Encryption and Cryptography" <http://oit.ohio.gov/IGD/policy/PDFs_EA/ITS-SEC-01.pdf>
 - n. Ongoing Production Support: The offeror must detail the proposed ongoing production support for the OPLATES System solution through the term of the Contract, including annual renewals.
 - o. Conversion System: The offeror must describe in detail the proposed conversion plan from the current OPLATES system.
 1. Frequently Asked Questions (FAQ). The offeror must describe the proposed Frequently Asked Question solution.
 2. Ticket Escalation. The offeror must describe the proposed Ticket Escalation solution.
 - p. Database Requirements: The offeror must describe in detail the proposed database solution.
 - q. Financial System Requirements:
 1. The offeror must describe in detail how the proposed solution meets the financial system requirements and processing of credit/debit card and automated clearinghouse check processing.
 2. The offeror must describe in detail how the proposed solution meets the PCI DSS standards and will maintain those standards throughout the contract at no expense to the State of Ohio.
 3. The offeror must describe how it will comply with all current and future changes to the rules and regulations set by the National Automated Clearing House Association (NACHA) and Federal Reserve or state laws governing credit card and ACH services at no additional cost to the State.
 - r. Financial System Reporting Requirements: The offeror must describe in detail how the proposed solution meets all of the financial system reporting requirements detailed in the RFP.
 - s. Financial Batch Number System: The offeror must describe in detail how the proposed solution meets the financial batch numbering system as detailed in the RFP.

Project Management. The offeror must describe the approach, method(s), and specific work steps it plans to utilize to complete the Project. After award, the Project Management plan will become the offeror's master plan to fulfill the Contract. It will incorporate other plans required by this RFP.

The Management Plan must be as complete as possible at the time of submission. It must:

- a. Describe the offeror's proposed organization(s) and management structure responsible for fulfilling the Contract's requirements.
- b. Describe the methodologies, processes, and procedures the offeror's proposed organization(s) will follow to develop the Project.
- c. Define the milestone review processes (e.g. critical design review), and describe how communication and status review will be conducted between all parties.

The offeror must also describe the Project reporting procedures required for the successful completion of the Project. The offeror must address potential problem areas, recommended solutions to the problem areas, and any assumptions used in developing those solutions.

If the offeror chooses to use any subcontractors, this part of the offeror's Proposal must describe its approach to effectively managing its subcontractors.

Work Plan. The offeror must fully describe its approach, methods, and specific work steps for doing the work on this Project and producing the Deliverables. The State encourages responses that demonstrate a thorough understanding of the nature of the Project and what the Contractor must do to complete the Project in accordance with the outlined requirements in the RFP.

The State seeks insightful responses that describe proven, state-of-the-art methods. Recommended solutions should demonstrate that the offeror will be prepared to promptly undertake and successfully complete the required tasks.

Testing. The offeror must describe in the detail the proposed mechanism for the State to user test the Contractor-provided product with adequate lead-time for the Contractor to correct deficiencies.

The offeror must describe how the proposed Work Plan aligns with the System Testing and Acceptance Period requirements outlined in Attachment 2.

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

Staffing Plan. The offeror will provide a staffing plan that identifies all personnel required to complete the Project. The plan must have the following information:

- ❖ Account/Contract Manager - An account/contract manager and primary point of contact for system changes, enhancements, resolution of ongoing problems, remedial and preventive maintenance support. The individual must attend periodic Contract and service review meetings, 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.
- ❖ A contingency plan that shows the ability to add more staff if needed to meet the Project's due date(s).
- ❖ A discussion of the offeror's ability to provide qualified replacement personnel.

One of the criteria on which the State may base the award of the Contract is the quality of the offeror's Project team. Switching personnel after the award will not be accepted without due consideration.

The offeror must propose a Project team that successfully delivers all of the requirements in this RFP. This includes a staff plan for systems development, implementation, and ongoing operation.

The offeror must provide a listing, which will include the name and date of background check of employees, and sub-contractors staff that have access to State data, and have successfully completed FBI Background checks. Additionally, upon award of a Contract, the State will perform background checks on all employees and sub-contractors with access to State data. Background checks must be completed within thirty (30) days after contract award.

Staffing Plan Team Qualifications. The offeror must describe the qualifications of the team members and illustrate their ability to perform the assigned tasks.

The offeror must identify and provide a resume of all personnel employed by the offeror with two (2) or more years Web page development experience.

Advertising. The offeror must provide a statement indicating compliance with the state of Ohio Advertising requirements that no advertising shall be permitted on the www.OPLATES.com website.

OPLATES Requirements Checklist. The offeror shall indicate, by completing Attachment 10, if a requirement is met in the proposal by entering "yes" if available or "no" if unavailable. All documents submitted in support of compliance with the requirements of this RFP must be identified with the RFP requirement(s) and the applicable section and page number of the document.

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>.

Performance Bond. The Contractor must provide a performance bond. The amount of the performance bond must be equal to at least (ten percent) 10% of the value of the Contract and must remain in place throughout the term of the Contract. Each offeror must enclose a letter of commitment from a bonding company for the performance bond with its Proposal.

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, 2011. 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. 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. Any travel or per diem required by the Contractor to perform its obligations under this Contract will be at the Contractor's expense. 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.

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 may terminate this Contract immediately for cause and without any cure period.

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 10 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 10 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 10 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 10 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 Ohio Department of Administrative Services 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.

The State shall own the source code of all software used to provide services under this Contract, excluding third party commercial materials, and the right to use and modify such code to meet the State's needs of this Contract and all renewals. The State agrees that in the event that it is advantageous to the State to utilize this software with a subcontractor, the subcontractor will be bound legally and admonished (warned against) from selling or giving the software to other entities outside the State of Ohio government. Any enhancements created by the Contractor which are not requested by ODPS shall be the sole responsibility of the Contractor. The Contractor will retain the rights to use and market the software. The State will not compete with the Contractor by selling or giving the software to other entities outside of the State of Ohio government.

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.

Restriction on Use of Information. The Parties acknowledge that some of the data which will be used in the performance of this Contract is "personal information" or "sensitive personal information" as defined in the federal and Ohio driver privacy protection acts (DPPAs) 18 U.S.C.A. § 2721, et seq., and O.R.C. 4501.27, respectively, and it is the Parties' intention to comply with all applicable provisions of those acts. The State will provide data to the Contractor for use of the Contractor as the State's agent in carrying out the State's governmental function of providing a registration renewal system as required by O.R.C. 4503.102 and other sections of the Ohio Revised Code. The Contractor may use the data in carrying out the State's governmental functions but for no other purpose. The State will provide to the Contractor only the data necessary for processing registration renewals, driving record abstract(s), and reinstatement fees and shall not provide any other data protected under the DPPAs. Specifically, the State will not provide any data from the State's motor vehicle registration files, or driver license database unless it is required for processing registration renewals, driving record abstract(s) or reinstatement fees. The Contractor agrees not to use, retain, or disclose any State supplied data for any other purpose.

Deletion of Information after Use (Contractor cannot store data). The Contractor agrees to delete any State supplied data from its records immediately upon completion of the vehicle registration renewal, driving record abstract(s) or reinstatement fees process. The Contractor shall retain data necessary to prepare reports required by the State to document Contractor's performance of the State's requirements pursuant to this Contract, but shall immediately delete that data upon Contractor's prompt completion of the required reports.

Privacy Requirements. During all times the State's data is in the possession of the Contractor, the Contractor shall keep it private and shall protect all data from disclosure. The Contractor shall strictly prohibit any unauthorized disclose by Contractor's agents or employees or by any other person.

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. The Contractor will comply with all state and federal laws regarding equal employment opportunity and fair labor and employment practices, including, but not limited to Ohio Revised Code Section 125.111 and all related Executive Orders.

Before a contract can be awarded or renewed, an Affirmative Action Program Verification Form must be submitted to the DAS Equal Opportunity Division to comply with the affirmative action requirements. Affirmative Action Verification Forms and approved Affirmative Action Plans can be found by going to the Equal Opportunity Departments web site: <http://www.das.ohio.gov/Eod/AEEEO.htm>

Use of MBE and EDGE Vendors. The State encourages Contractor to purchase goods and services from Minority Business Enterprises (MBE) and Encouraging Diversity, Growth, and Equity (EDGE) vendors.

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 OHIO DEPARTMENT OF ADMINISTRATIVE SERVICES
ON BEHALF OF THE
OHIO DEPARTMENT OF PUBLIC SAFETY
AND**

(CONTRACTOR)

THIS CONTRACT, which results from RFP 0A1039 entitled **OHIO PUBLIC LICENSING ACCESS THROUGH ELECTRONIC SERVICES (OPLATES)**, is between the State of Ohio, Department of Administrative Services, 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 _____, 2009, 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
DEPARTMENT OF ADMINISTRATIVE

SERVICES

SAMPLE – DO NOT FILL OUT

By: _____

By: Hugh Quill

Title: _____

Title: DAS Director

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 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 SEVEN
OFFEROR PROFILE SUMMARY**

OFFEROR MANDATORY REQUIREMENTS

MANDATORY REQUIREMENT: The offeror must have completed one (1) Renewal Registration System project in the past five (5) years where the offeror has provided services similar in their nature, size, and scope of Work.

Company Name:	Contact Name: (Indicate Primary or Alternate)	
	Contact Title:	
Company Address:	Contact Phone Number:	
	Contact Email Address:	
Work Name:	Beginning Date of Experience:	Ending Date of Experience:
	Month/Year	Month/Year
List Related Service Provided:		
<p>Describe how the related service shows the offeror’s experience, capability, and capacity to develop the Deliverables or to achieve the Work:</p>		

**ATTACHMENT SEVEN
OFFEROR PROFILE SUMMARY**

OFFEROR REQUIREMENTS

The offeror must complete the following information:

URL ADDRESSES & PHONE NUMBERS FOR WEB SITES & IVR SYSTEMS DEVELOPED, HOSTED OR SUPPORTED BY THE OFFEROR

The offeror must list information for sites the offeror has produced and check the all applicable types of work performed for each Web site and Interactive Voice Response System (i.e. Developed, Hosted and Supported):

Addresses of Web Sites developed by the offeror	Developed	Hosted	Supported

Telephone Numbers of Voice Response Systems developed by the offeror	Developed	Hosted	Supported

URL ADDRESSES & PHONE NUMBERS FOR WEB SITES & IVR SYSTEMS DEVELOPED, HOSTED OR SUPPORTED BY THE SUBCONTRACTOR

The offeror must list information for sites the subcontractor has produced and check the all applicable types of work performed for each Web site and Interactive Voice Response System (i.e. Developed, Hosted and Supported):

Addresses of Web Sites developed by the subcontractor	Developed	Hosted	Supported

Telephone Numbers of Voice Response Systems developed by the subcontractor	Developed	Hosted	Supported

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

CANDIDATE EDUCATION AND TRAINING

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:			

**ATTACHMENT EIGHT
PERSONNEL PROFILE SUMMARY**

**CANDIDATE REQUIREMENTS
(Experience and Qualifications)
Project Manager**

Candidate's Name:

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

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

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

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

**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

**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:			

Attach Project Management Professional (PMP) certified by Project Management Institution (PMI) for proposed Project Manager, if applicable.

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

ATTACHMENT NINE

COST SUMMARY

The volumes of transactions below are estimates based upon the latest year's usage. The total cost for the estimated one-year volume will be used for evaluation purposes. Transaction costs will remain the same throughout the Contract term.

Description	Cost Per Completed Transaction	Estimated Annual Volume	Annual Contract Cost
Telephone Registration (IVR) Renewal Cost		60,620	\$
Internet Registration Renewal Cost		813,057	\$
Internet Order of Special Plates		25,790	\$
Driver Record Abstract(s)		128,594	\$
Site Maintenance			\$
Total			\$
Option: Reinstatement Fee Processing (will not be used in the evaluation)			
Reinstatement Fee Cost		76,733	\$

Optional Services:

In the following table, the Contractor must list costs for ODPS/BMV requested enhancements and services. These services will only be used at the option of the State to satisfy future needs. The cost of these services, if used will be paid directly, not as part of the per transaction costs. The Contractor will provide on their company letterhead, a quote on the number of hours required to complete the project, estimated completion date, and a not-to-exceed fixed price. The cost per hour must include all costs associated with this resource, i.e., travel, administrative, etc. These optional services may include legislative changes to the vehicle registration process and modifying the website to offer additional items for sale, etc. If new transaction types are included, a per transaction cost will be negotiated with the Contractor.

Service	Cost per Hour
Analysis and Design	
Programming	

ATTACHMENT TEN

OPLATES REQUIREMENTS CHECKLIST

This section describes the minimum requirements for the proposed Telephone and Internet Registration Renewal and Ordering of Special Plates System

The Contractor is responsible for providing a complete working hardware and software configuration. Any incidental items omitted from these requirements shall be provided by the contractor in order to provide a working hardware and software configuration and comply with the RFP specifications. Such items shall be included in the proposed cost per transaction.

Proposal Section/Page– Complete this column with the section, page, and paragraph numbers of the proposal that states how the offeror’s solution will meet the requirement. If this field is left blank, the evaluation team has the right to assume that the requirement can not be met.

Response Codes– The offeror must provide responses using the functional requirements forms provided. For each requirement the offeror must use only one of the following response codes:

- F** – Requirement will be fully met with the delivered solution (without configuration, extension, or modification).
- C** – Requirement will be met via configuration.
- E** – Requirement will be met via code extensions (without changing base application code).
- M** – Requirement will be met via modification of the solution.
- N** – Requirement will not be met.

Comments – For functions marked “F,” “C,” “E,” or “M,” the offeror should indicate whether the proposed solution addresses the function through a different methodology or process. For solutions that provide functionality through future upgrades, “M,” should also indicate whether the software provider is willing to incorporate the change into future releases as part of the standard solution.

Requirement	Proposal Section/ Page	Response Codes	Comments
MANDATORY REQUIREMENTS			
The offeror must have successfully completed one (1) Renewal Registration System project in the past five (5) years where the offeror has provided services similar in their nature, size, and scope of Work.			
The offeror must have at least two (2) projects that they previously or are currently providing similar Web hosting services (i.e. project management, development, implementation, and operations) with an explanation of the services provided and how these are similar to those requested in this RFP.			

Requirement	Proposal Section/ Page	Response Codes	Comments
<p>The offeror must comply with all rules and regulations set by the Payment Card Industry Security Standards (PCI DSS).</p> <ol style="list-style-type: none"> 9. Installed and maintain a firewall to protect cardholder data. 10. Encrypt transmission of cardholder data. 11. Implement, use, and regularly update anti-virus software 12. Implement restriction measures, to include the access of cardholder data by business need, physical need, and personnel need. 13. Track and monitor all access to network resources and cardholder data. 14. Regularly test security system and processes. 15. Maintain an informational security policy. <p>Provide a letter of compliance from the Third Party Assessor used to audit their environment. The Third Party Assessor must be a certified Qualified Security Assessor (QSA).</p>			
<p>The offeror must comply with VISA Cardholder Information Security Program (CISP).</p>			
<p>The offeror must comply with all ODPS Web Hosting Security Requirements as detailed in Attachment 2.</p>			
<p>OFFEROR REQUIREMENTS</p>			
<p>The offeror must have a minimum of four (4) years data processing experience. The offeror must identify the number of years, capacity, and dates in data processing experience with an explanation of the services provided and how these are similar to those requested in this RFP.</p>			
<p>The offeror must have a minimum of three (3) years web page development experience and demonstrated capability of handling a minimum of 10,000 transactions per day. The offeror must identify the number of years, capacity, and dates in web page development field with an explanation of the services provided and how these are similar to those requested in this RFP.</p>			
<p>The offeror must have a minimum of five (5) years credit card, debit card and check processing experience. The offeror must identify the number of years, capacity, and dates to show credit card, debit card and check processing experience.</p>			
<p>The offeror must have a minimum of three (3) years interactive voice response system designing and maintenance experience. The offeror must identify the number of years, capacity, and dates to show interactive voice response system experience.</p>			
<p>The offeror must have successfully completed a minimum of one (1) project with a payment collection process providing real time updates.</p>			
<p>The offeror must have successfully completed a minimum of one (1) project where the offeror produced tamper resistant documents with security features.</p>			
<p>Project Manager Qualifications</p>			

Requirement	Proposal Section/ Page	Response Codes	Comments
Proposed candidate must demonstrate a minimum of 36 months full-time experience as a Project Manager in the last 48 months.			
Proposed candidate must demonstrate experience as the Project Manager from project initiation through completion on at least one implementation.			
Proposed candidate must demonstrate a minimum of 24 months experience as a project manager on projects employing the Project Management Methodology being proposed.			
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 3 projects.			
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.			
Proposed candidate should demonstrate experience in risk assessment and mitigation strategies and techniques.			
Proposed candidate should demonstrate contract administration experience.			
Project Management Professional (PMP) certified by Project Management Institution (PMI).			
PROPOSED SOLUTION			
Optional Services and Software Efficiency Improvements compliance			
Secure Internet application (www.oplates.com)			
Vehicle registration renewal (individual, fleet/bulk, owned, leased)			
Special logo/personalized plates ordering for owned and leased vehicles			
Replacement plates, vehicle registrations and stickers			
Bulk/fleet registration function for fleet/leasing companies			
Electronic power of attorney for leased vehicles			
Exchange plates between renewal periods			
Driving record abstract(s) requests			
Customer check registration status			
A link to BMV 2006, Reinstatement Letter			
Tamper resistance security feature document			
Provide commercial vehicle renewal capability			

Requirement	Proposal Section/ Page	Response Codes	Comments
Change address when renewing individual registrations, ordering a driving record abstract, and ordering special logo/personalized plates linking to BMV Vehicle Registration and Driver's License Systems			
Vehicle registration renewal refunds are available as credit to credit/debit accounts and refund checks for electronic check payment (ACH)			
Driving record abstract(s) refunds should be available as credit to credit/debit accounts and refund checks for electronic check payment (ACH)			
Live chat – (interactive instant messaging-type function manned by ODPS staff)			
News/Events posted that are mission critical/non-critical on the main/other pages			
Customer survey available to obtain feedback from customer with email/comments option			
Secure access to OPLATES registration renewal functions for ODPS system administrators			
Secure access to OPLATES revenue functions for ODPS revenue administrators			
Secure access to OPLATES bulk/fleet functions for ODPS system administrators			
Secure access to OPLATES driving record abstract(s) functions for ODPS system administrators			
Secure bulk/fleet administrative access to OPLATES functions for fleet companies			
Secure bulk/fleet administrative access to OPLATES functions for leasing companies			
Secure toll-free interactive voice response system (<u>866-OPLATES</u>)			
Phone service that steps through series of questions and information using interactive voice response			
Vehicle registration renewal or replacement (individual, owned, leased)			
Electronic power of attorney for leased vehicles			
Phone service that steps through series of questions and information using interactive voice response			
Driving record abstract(s)			
Electronic form BMV 1173, BMV Record Request			
A secure Internet application and IVR with the following primary functions and components			
Provide IT security for hardware, software, network and data protection with minimum standards based on State of Ohio IT security rules, policies, standards, procedures, and bulletins			
Provide all standard hardware/software/networking requirements capable of supporting OPLATES System to ensure system functions operate at a rate exceeding the minimum requirements outlined in this RFP.			

Requirement	Proposal Section/ Page	Response Codes	Comments
Provide all Web hosting functions and ensure that the OPLATES System resides in a secure and appropriate environmentally conditioned and temperature-controlled site (i.e. room) with sufficient server, software, and networking capacity to accommodate current capacity plus minimum of 25% expansion at any time.			
Ability for State staff to perform required administrative/maintenance functions for both Internet and IVR via the Internet with system security and username/password protection as identified in State of Ohio IT security rules, policies, standards, procedures, and bulletins.			
A secure interface to the Bureau of Motor Vehicle Registration System for view of vehicle registration renewal information stored in their database.			
A secure interface to the Bureau of Motor Vehicle Driver's License and/or Withdrawal Management System for view of driving record abstract(s) stored in their database.			
Provide financial system – ability to process payments via Internet and IVR in a secure environment that meets financial processing standards for respective financial payment type:			
Electronic credit/debit card process that meets PCI DSS credit card standards			
Electronic Automatic Clearinghouse (ACH) check process with most current check processing standards			
Financial reporting			
Reporting capability for all types of Internet and IVR transactions, functions, interfaces, financial, error, database and related information			
English version – complete with all functionality identified. Default to English, ability to switch to Spanish and back to English.			
Spanish version – complete with all functionality equivalent to the English version. Switch to Spanish and back to English.			
Conversion of current OPLATES data			
Relational database information stored in the OPLATES System			
Data interfaced to the BMV Vehicle Registration System			
Data interfaced to the BMV Driver's License and Withdrawal Management System			
All related functions identified in this section and document or any additional required to successfully perform OPLATES System functions			
OPLATES SYSTEM REQUIREMENTS			

Requirement	Proposal Section/ Page	Response Codes	Comments
OPLATES INTERNET REQUIREMENTS			
<u>Internet System Requirements</u> Overall system, interface, and functional requirements that must be included in the OPLATES System and that involve the Internet and related components.			
Provide and Web host an Internet vehicle registration renewal and driving record abstract(s) for the State of Ohio with at a minimum all functionality outlined in this section and this RFP.			
Enable State residents who are customers to conduct vehicle registration renewals via a Contractor-provided secured and Web hosted Internet site 24 hours per day, 7 days per week, 365 days per year and make payment via an approved Internet method.			
Enable customers to conduct driving record abstract(s) via a Contractor-provided secured and Web hosted Internet site 24 hours per day, 7 days per week, and 365 days per year and make payment via an approved Internet method.			
Secure interface to the BMV Vehicle Registration database(s) so renewal transactions may be processed successfully			
Secure interface successfully to those banking institutions the State of Ohio uses for credit/debit card and automated clearinghouse check processing			
Provide descriptive prompts to guide the customer through the Internet process. This includes the display of meaningful error messages when appropriate.			
Include the Bureau of Motor Vehicle name, address, and phone number contact information, and an e-mail address for the customer to seek further input on how to use the application.			
Include an e-mail address that forwards to the BMV for the customer to seek further input regarding procedural issues for registration renewals and special logo/personalized plate ordering.			
At a minimum must be compatible with mainstream Internet browsers such as Internet Explorer 7.0 and backwards compatible with Explorer 6.0. Also, at a minimum system should be able to function with widely used browsers like Mozilla, Netscape, Safari, MAC, etc.			

Requirement	Proposal Section/ Page	Response Codes	Comments
<p><u>Internet Bulk/Fleet Centralized Management Utility for Bulk License Plate Registration Renewal System Requirements</u> Internet system, interface, and functional requirements allowing bulk/fleet companies to access a secure administrative subsection of the OPLATES System to enter and manage groups of vehicle registration renewals for vehicles that the companies own and renew themselves or lease to lessees and the lessee in turn renews on the OPLATES System with a valid electronic power of attorney.</p>			
<p>Internet Bulk/Fleet Customer Account Creation and Access Requirements - (#5 on chart)</p>			
<p>Internet Electronic Power of Attorney Requirements - (#4 on chart)</p>			
<p>Internet Bulk/Fleet Company Involving Fleet Requirements – (#3 on chart) – The following are functional requirements for the Internet Bulk/Fleet Company Utility involving fleet administration (part of Internet Bulk/Fleet Centralized Management Utility).</p>			
<p>Internet Individual Vehicle Registration Renewal System Requirements – (#1 & 17 on chart) –Internet system, interface, and functional requirements for single or jointly owned or leased vehicle registration renewals handled by an individual customer.</p>			
<p>Internet Check Registration/Order Status System Requirements – (#8 on chart) – Internet function allowing customers to check on the status of their OPLATES order.</p>			
<p>Internet Change Address System Requirements – (#11 & 28 on charts) – Internet function allowing customers to link to the BMV Vehicle Registration System to change their address information.</p>			
<p>Internet Replacement Vehicle Registration System Requirements – (#14 & #20 on chart) – Internet function allowing customers to request replacement registration(s).</p>			
<p>Internet Replacement Vehicle Registration Sticker System Requirements – (#13& #20 on chart) – Internet function allowing customers to request replacement sticker(s).</p>			
<p>Internet News/Events System Requirements – (#7 & #25 on charts) – Internet function allowing customers to view important information.</p>			

Requirement	Proposal Section/ Page	Response Codes	Comments
Internet Live Chat System Requirements – (#16 & #30 on charts) – Internet function that allows customers to use an instant messaging type of service to interact with BMV staff regarding the OPLATES System.			
Frequently Asked Questions – The Contractor must provide a “Smart” knowledge base/FAQ module for the OPLATES system available 24 hours per day, 7 days per week, 365 days per year.			
Customer Survey System Requirements – (#10 & #27 on charts) – Customer Survey Internet function that allows customers to answer questions related to the OPLATES System online.			
INTERACTIVE VOICE RESPONSE (IVR) REQUIREMENTS			
IVR System Requirements Interactive Voice Response functions and requirements for the OPLATES System.			
Provide interactive voice response (IVR) functionality. The State’s customers must be able to renew and replace registrations and driving record abstract(s) using a toll free number, 24 hours per day, 7 days per week, 365 days per year and make payment via an approved payment method.			
The pre-recorded audio should mirror that of the current system [in Spanish and English] and the IVR functions identified in this document. The caller should be given the choice to select options using Dual-tone multi-frequency (DTMF) or spoken words.			
Customers must have the option to connect to a live BMV operator during the Bureau of Motor Vehicle’s current and future normal business hours. Current business hours for registration are M-F 7:30 a.m. to 5:00 p.m. NOTE: This is not the live chat function.			
IVR Individual Vehicle Registration Renewal and Driving Record Abstract(s), System Requirements – (#1, 2, 22, & 23 on charts) - IVR system, interface, and functional requirements for single or jointly owned or leased vehicle registration renewals handled by an individual customer, or single or multiple request for driving record abstract(s).			
OPLATES INTERNET ONLINE AND IVR REQUIREMENTS (BOTH)			

Requirement	Proposal Section/ Page	Response Codes	Comments
<p><u>Internet and IVR Individual Vehicle Registration Renewal and Driving Record Abstract(s) System Requirements – (#1 , #17, #22, #23, & #31 on charts)</u> – Internet and IVR systems, interfaces, and functional requirements for single or multiple owned or leased vehicle registration renewals, single or multiple driving record abstract requests handled by an individual customer.</p>			
<p><u>Internet and IVR Ordering of Logo Plates System Requirements – (#17 on chart) (Owned and Leased Vehicles)</u> – Internet function allowing customers to view and select logo plates (organizational, collegiate, personalized initial reserved, special interest, and environmental plates).</p>			
<p><u>Internet and IVR Ordering of Personalized Plates System Requirements – (#19 on chart) (Owned and Leased Vehicles)</u> – Internet function allowing customers to view and select available and appropriate character/numerical combinations used to personalize plates.</p>			
<p><u>Internet and IVR Leased Vehicle Electronic Power of Attorney in the Registration Renewal System Requirements – (#2 on chart)</u> – Internet and IVR system, interface, and functional requirements allowing customers to renew leased vehicles with electronic power of attorney capability</p>			
<p><u>Interface to Bureau of Motor Vehicles Registration System Requirements</u> – Internet and IVR requirements for the interface between the OPLATES and BMV Vehicle Registration Systems to view/renew vehicle registration information stored on the BMV Vehicle Registration System</p>			
<p><u>Interface to Bureau of Motor Vehicles Driver License System Requirements</u> – Internet and IVR requirements for the interface between the OPLATES and BMV Driver License System to view/update driver license information stored on the BMV Driver License System.</p>			
<p><u>Internet and IVR Replacement Plate System Requirements – (#12 & #20 on chart)</u> – Internet and IVR function allowing customers to request replacement plate(s).</p>			
<p><u>Internet and IVR Refund Requirements</u> – Internet functions allowing customers to receive refunds for duplicate renewals.</p>			
<p><u>Spanish Version System Requirements – (#15 & #29 on charts)</u> – Internet and IVR requirements for the Spanish version of the OPLATES System.</p>			
<p><u>Administrative Functional System Requirements</u> – Administrative functional system requirements available on the Internet but affecting all OPLATES Systems.</p>			

Requirement	Proposal Section/ Page	Response Codes	Comments
<u>Hardware / Software / Networking System Requirements</u> – Hardware/software/networking system requirements for the OPLATES System.			
<u>Web Hosting System Requirements</u> – Web hosting and related requirements for the OPLATES System.			
Review and adhere to all applicable State of Ohio IT Security Standards, Policies, and Bulletins.			
Web Hosting Environment Requirements			
Firewall Services			
Database Services			
Reporting Services			
Business Continuity Plan			
Disaster Recovery Plan			
Data Security Plan			
Agreement with a Pre-award inspection			
<u>IT Security</u> – General System Requirements Information technology security requirements are identified for the OPLATES System.			
Any encryption used for OPLATES must utilize approved algorithms and key sizes stipulated in the State of Ohio IT Standard ITS-SEC-01 “Data Encryption and Cryptography”			
Must have the capability to monitor their information systems and networks to detect any signs of intrusion. Any intrusions, data breaches, or system thefts must be immediately reported to the Ohio Department of Public Safety using the ODPS Security Breach Notification Protocol that will be supplied upon award.			
<u>Ongoing Production Support</u> – Ongoing production support requirements for the OPLATES System.			
<u>Conversion System Requirements</u> – Conversion system requirements for the OPLATES System from the current to the new environment.			
<u>Database Requirements</u> – Database requirements for the OPLATES System from the current to the new environment.			

Requirement	Proposal Section/ Page	Response Codes	Comments
Financial System Requirements – Financial system requirements for the OPLATES System that involve credit/debit card payment processing and automated clearinghouse check processing.			
Financial System Reporting Requirements – Financial system reporting requirements for the OPLATES System.			
Financial Batch Number System – Financial batch number structure required for the OPLATES System.			
Transaction Accounting – Overview of the transaction processing requirements related to the OPLATES System. It also outlines State of Ohio transaction offering(s) with related use language.			
ChoicePoint PaymentEngine			
Agency Application to PaymentEngine APIs			
PaymentEngine JSP (Java Server Page) GUI Components			
PaymentEngine Client Objects for the Java™ Platform			
PaymentEngine Client Objects for COM			
PaymentEngine Web Services Interface			
Reporting Requirements for Internet and Interactive Voice Response System Renewals – Reporting requirements identified for the OPLATES System.			
Testing The Contractor shall provide a mechanism for the State to user test the Contractor-provided product with adequate lead-time for the Contractor to correct deficiencies.			
System Testing and Acceptance Period			
Test Period			
Final System Acceptance			
Advertising			
Performance Testing			
Performance Criteria			
Special Maintenance Standards			
Equipment and System Elements			
Performance Level			

Requirement	Proposal Section/ Page	Response Codes	Comments
Maintain Work Plan			
Transition Period Plan			
Meeting Attendance and Reporting Requirements			
Work Hours and Conditions			
INTERNET AND IVR SYSTEM PROCESSING FUNCTIONS Listed directly below are the processing functions for the OPLATES Internet and IVR Systems			
<i>SCRIPTS</i>			
<i>Vehicle Renewal Inquiry</i>			
<i>Driving Record Abstract(s) Transaction</i>			
<i>Data Validation</i>			
<i>Address Change</i>			
<i>EPA Certification</i>			
<i>Vehicle Color</i>			
<i>Inquiry Verification</i>			
<i>Insurance Verification</i>			
<i>Biennial Registration Option</i>			
<i>New Plate</i>			
<i>Save Our Sight</i>			
<i>User Response</i>			
<i>Payment:</i>			
<i>Credit and Debit card authorization</i>			
<i>ACH Authorization Process</i>			
<i>Vehicle Renewal Update and Driving Record Abstract(s)</i>			
Internet OPLATES			
<i>System Downtime</i>			
<i>Response Time</i>			

Requirement	Proposal Section/ Page	Response Codes	Comments
<i>OPLATES Processing</i>			
<i>Renewal and Driving Record Abstract(s) Transmission Process –OPLATES</i>			
<i>Contractor Processing Functions – Data Files</i>			
<i>Error Reporting</i>			
<i>Daily Production of Registration Certificates</i>			
<i>Daily Production of Driving Record Abstract(s)</i>			
<i>Front End Development</i>			
<i>IVR System Processing Functions</i>			
<i>SCRIPTS</i>			
<i>Address Change</i>			
<i>Vehicle Renewal Inquiry</i>			
<i>Driving Record Abstract(s) Transaction</i>			
<i>Verification</i>			
<i>New Plate</i>			
<i>Biennial Registration Option</i>			
<i>Save Our Sight</i>			
<i>User Response</i>			
<i>Insurance Verification</i>			
<i>Payment authorization</i>			
<i>Vehicle Renewal Update</i>			
<i>Downtime Processing</i>			
<i>Response Time</i>			
<i>System Processing</i>			
<i>Renewal Transmission Process</i>			
<i>Contractor Processing Functions – Data File</i>			

Requirement	Proposal Section/ Page	Response Codes	Comments
<i>Error Reporting</i>			
<i>Daily Production of Registration Certificates</i>			
<i>Daily Production of Driving Record Abstract(s)</i>			
<i>Front End Development</i>			

Supplemental Information Header

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

If you do not receive the trailer page of this supplemental, 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 pages contained in these supplements.

Supplement One

W-9

Request for Taxpayer Identification Number and Certification

**Give form to the
requester. Do not
send to the IRS.**

Print or type See Specific Instructions on page 2.	Name (as shown on your income tax return)	
	Business name, if different from above	
	Check appropriate box: <input type="checkbox"/> Individual/Sole proprietor <input type="checkbox"/> Corporation <input type="checkbox"/> Partnership <input type="checkbox"/> Limited liability company. Enter the tax classification (D=disregarded entity, C=corporation, P=partnership) ▶ <input type="checkbox"/> Exempt payee <input type="checkbox"/> Other (see instructions) ▶	
	Address (number, street, and apt. or suite no.)	Requester's name and address (optional)
	City, state, and ZIP code	
List account number(s) here (optional)		

Part I Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. The TIN provided must match the name given on Line 1 to avoid backup withholding. For individuals, this is your social security number (SSN). However, for a resident alien, sole proprietor, or disregarded entity, see the Part I instructions on page 3. For other entities, it is your employer identification number (EIN). If you do not have a number, see *How to get a TIN* on page 3.

Note. If the account is in more than one name, see the chart on page 4 for guidelines on whose number to enter.

Social security number
: : : : : : : : :
or
Employer identification number
: : : : : : : : :

Part II Certification

Under penalties of perjury, I certify that:

1. 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
2. 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 (IRS) 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, and
3. I am a U.S. citizen or other U.S. person (defined below).

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 you have failed to report all interest and dividends on your tax return. For real estate transactions, item 2 does not apply. For mortgage interest paid, 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. See the instructions on page 4.

Sign Here	Signature of U.S. person ▶	Date ▶
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General Instructions

Section references are to the Internal Revenue Code unless otherwise noted.

Purpose of Form

A person who is required to file an information return with the IRS must obtain your correct taxpayer identification number (TIN) to report, for example, income paid to you, real estate transactions, mortgage interest you paid, acquisition or abandonment of secured property, cancellation of debt, or contributions you made to an IRA.

Use Form W-9 only if you are a U.S. person (including a resident alien), to provide your correct TIN to the person requesting it (the requester) and, when applicable, to:

1. Certify that the TIN you are giving is correct (or you are waiting for a number to be issued),
2. Certify that you are not subject to backup withholding, or
3. Claim exemption from backup withholding if you are a U.S. exempt payee. If applicable, you are also certifying that as a U.S. person, your allocable share of any partnership income from a U.S. trade or business is not subject to the withholding tax on foreign partners' share of effectively connected income.

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

Definition of a U.S. person. For federal tax purposes, you are considered a U.S. person if you are:

- An individual who is a U.S. citizen or U.S. resident alien,
- A partnership, corporation, company, or association created or organized in the United States or under the laws of the United States,
- An estate (other than a foreign estate), or
- A domestic trust (as defined in Regulations section 301.7701-7).

Special rules for partnerships. Partnerships that conduct a trade or business in the United States are generally required to pay a withholding tax on any foreign partners' share of income from such business. Further, in certain cases where a Form W-9 has not been received, a partnership is required to presume that a partner is a foreign person, and pay the withholding tax. Therefore, if you are a U.S. person that is a partner in a partnership conducting a trade or business in the United States, provide Form W-9 to the partnership to establish your U.S. status and avoid withholding on your share of partnership income.

The person who gives Form W-9 to the partnership for purposes of establishing its U.S. status and avoiding withholding on its allocable share of net income from the partnership conducting a trade or business in the United States is in the following cases:

- The U.S. owner of a disregarded entity and not the entity,

- The U.S. grantor or other owner of a grantor trust and not the trust, and
- The U.S. trust (other than a grantor trust) and not the beneficiaries of the trust.

Foreign person. If you are a foreign person, do not use Form W-9. Instead, use the appropriate Form W-8 (see Publication 515, Withholding of Tax on Nonresident Aliens and Foreign Entities).

Nonresident alien who becomes a resident alien. Generally, only a nonresident alien individual may use the terms of a tax treaty to reduce or eliminate U.S. tax on certain types of income. However, most tax treaties contain a provision known as a "saving clause." Exceptions specified in the saving clause may permit an exemption from tax to continue for certain types of income even after the payee has otherwise become a U.S. resident alien for tax purposes.

If you are a U.S. resident alien who is relying on an exception contained in the saving clause of a tax treaty to claim an exemption from U.S. tax on certain types of income, you must attach a statement to Form W-9 that specifies the following five items:

1. The treaty country. Generally, this must be the same treaty under which you claimed exemption from tax as a nonresident alien.
2. The treaty article addressing the income.
3. The article number (or location) in the tax treaty that contains the saving clause and its exceptions.
4. The type and amount of income that qualifies for the exemption from tax.
5. Sufficient facts to justify the exemption from tax under the terms of the treaty article.

Example. Article 20 of the U.S.-China income tax treaty allows an exemption from tax for scholarship income received by a Chinese student temporarily present in the United States. Under U.S. law, this student will become a resident alien for tax purposes if his or her stay in the United States exceeds 5 calendar years. However, paragraph 2 of the first Protocol to the U.S.-China treaty (dated April 30, 1984) allows the provisions of Article 20 to continue to apply even after the Chinese student becomes a resident alien of the United States. A Chinese student who qualifies for this exception (under paragraph 2 of the first protocol) and is relying on this exception to claim an exemption from tax on his or her scholarship or fellowship income would attach to Form W-9 a statement that includes the information described above to support that exemption.

If you are a nonresident alien or a foreign entity not subject to backup withholding, give the requester the appropriate completed Form W-8.

What is backup withholding? Persons making certain payments to you must under certain conditions withhold and pay to the IRS 28% of such payments. This is called "backup withholding." Payments that may be subject to backup withholding include interest, tax-exempt 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.

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

Payments you receive will be subject to backup withholding if:

1. You do not furnish your TIN to the requester,
2. You do not certify your TIN when required (see the Part II instructions on page 3 for details),
3. The IRS tells the requester that you furnished an incorrect TIN,

4. 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

5. You do not certify to the requester that you are not subject to backup withholding under 4 above (for reportable interest and dividend accounts opened after 1983 only).

Certain payees and payments are exempt from backup withholding. See the instructions below and the separate Instructions for the Requester of Form W-9.

Also see *Special rules for partnerships* on page 1.

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 income tax return. However, if you have changed your last name, for instance, due to marriage without informing the Social Security Administration of the name change, enter your first name, the last name shown on your social security card, and your new last name.

If the account is in joint names, list first, and then circle, the name of the person or entity whose number you entered in Part I of the form.

Sole proprietor. Enter your individual name as shown on your income tax return on the "Name" line. You may enter your business, trade, or "doing business as (DBA)" name on the "Business name" line.

Limited liability company (LLC). Check the "Limited liability company" box only and enter the appropriate code for the tax classification ("D" for disregarded entity, "C" for corporation, "P" for partnership) in the space provided.

For a single-member LLC (including a foreign LLC with a domestic owner) that is disregarded as an entity separate from its owner under Regulations section 301.7701-3, enter the owner's name on the "Name" line. Enter the LLC's name on the "Business name" line.

For an LLC classified as a partnership or a corporation, enter the LLC's name on the "Name" line and any business, trade, or DBA name on the "Business name" line.

Other entities. Enter your business name as shown on required federal tax documents on the "Name" line. This name should match the name shown on the charter or other legal document creating the entity. You may enter any business, trade, or DBA name on the "Business name" line.

Note. You are requested to check the appropriate box for your status (individual/sole proprietor, corporation, etc.).

Exempt Payee

If you are exempt from backup withholding, enter your name as described above and check the appropriate box for your status, then check the "Exempt payee" box in the line following the business name, sign and date the form.

Generally, individuals (including sole proprietors) are not exempt from backup withholding. Corporations are exempt from backup withholding for certain payments, such as interest and dividends.

Note. If you are exempt from backup withholding, you should still complete this form to avoid possible erroneous backup withholding.

The following payees are exempt from backup withholding:

1. An organization exempt from tax under section 501(a), any IRA, or a custodial account under section 403(b)(7) if the account satisfies the requirements of section 401(f)(2),
 2. The United States or any of its agencies or instrumentalities,
 3. A state, the District of Columbia, a possession of the United States, or any of their political subdivisions or instrumentalities,
 4. A foreign government or any of its political subdivisions, agencies, or instrumentalities, or
 5. An international organization or any of its agencies or instrumentalities.
- Other payees that may be exempt from backup withholding include:
6. A corporation,
 7. A foreign central bank of issue,
 8. A dealer in securities or commodities required to register in the United States, the District of Columbia, or a possession of the United States,
 9. A futures commission merchant registered with the Commodity Futures Trading Commission,
 10. A real estate investment trust,
 11. An entity registered at all times during the tax year under the Investment Company Act of 1940,
 12. A common trust fund operated by a bank under section 584(a),
 13. A financial institution,
 14. A middleman known in the investment community as a nominee or custodian, or
 15. A trust exempt from tax under section 664 or described in section 4947.

The chart below shows types of payments that may be exempt from backup withholding. The chart applies to the exempt payees listed above, 1 through 15.

IF the payment is for . . .	THEN the payment is exempt for . . .
Interest and dividend payments	All exempt payees except for 9
Broker transactions	Exempt payees 1 through 13. Also, a person registered under the Investment Advisers Act of 1940 who regularly acts as a broker
Barter exchange transactions and patronage dividends	Exempt payees 1 through 5
Payments over \$600 required to be reported and direct sales over \$5,000 ¹	Generally, exempt payees 1 through 7

¹See Form 1099-MISC, Miscellaneous Income, and its instructions.

²However, the following payments made to a corporation (including gross proceeds paid to an attorney under section 6045(f), even if the attorney is a corporation) and reportable on Form 1099-MISC are not exempt from backup withholding: medical and health care payments, attorneys' fees, and payments for services paid by a federal executive agency.

Part I. Taxpayer Identification Number (TIN)

Enter your TIN in the appropriate box. If you are a resident alien and you do not have and are not eligible to get an SSN, your TIN is your IRS individual taxpayer identification number (ITIN). Enter it in the social security number box. If you do not have an ITIN, see *How to get a TIN* below.

If you are a sole proprietor and you have an EIN, you may enter either your SSN or EIN. However, the IRS prefers that you use your SSN.

If you are a single-member LLC that is disregarded as an entity separate from its owner (see *Limited liability company (LLC)* on page 2), enter the owner's SSN (or EIN, if the owner has one). Do not enter the disregarded entity's EIN. If the LLC is classified as a corporation or partnership, enter the entity's EIN.

Note. See the chart on page 4 for further clarification of name and TIN combinations.

How to get a TIN. If you do not have a TIN, apply for one immediately. To apply for an SSN, get Form SS-5, Application for a Social Security Card, from your local Social Security Administration office or get this form online at www.ssa.gov. You may also get this form by calling 1-800-772-1213. Use Form W-7, Application for IRS Individual Taxpayer Identification Number, to apply for an ITIN, or Form SS-4, Application for Employer Identification Number, to apply for an EIN. You can apply for an EIN online by accessing the IRS website at www.irs.gov/businesses and clicking on Employer Identification Number (EIN) under Starting a Business. You can get Forms W-7 and SS-4 from the IRS by visiting www.irs.gov or by calling 1-800-TAX-FORM (1-800-829-3676).

If you are asked to complete Form W-9 but do not have a TIN, write "Applied For" in the space for the TIN, sign and date the form, and give it to the requester. For interest and dividend payments, and certain payments made with respect to readily tradable instruments, generally you will have 60 days to get a TIN and give it to the requester before you are subject to backup withholding on payments. The 60-day rule does not apply to other types of payments. You will be subject to backup withholding on all such payments until you provide your TIN to the requester.

Note. Entering "Applied For" means that you have already applied for a TIN or that you intend to apply for one soon.

Caution: A disregarded domestic entity that has a foreign owner must use the appropriate Form W-8.

Part II. Certification

To establish to the withholding agent that you are a U.S. person, or resident alien, sign Form W-9. You may be requested to sign by the withholding agent even if items 1, 4, and 5 below indicate otherwise.

For a joint account, only the person whose TIN is shown in Part I should sign (when required). Exempt payees, see *Exempt Payee* on page 2.

Signature requirements. Complete the certification as indicated in 1 through 5 below.

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 that you have previously given 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 (including payments to corporations), payments to a nonemployee for services, payments to certain fishing boat crew members and fishermen, and gross proceeds paid to attorneys (including payments to corporations).

5. Mortgage interest paid by you, acquisition or abandonment of secured property, cancellation of debt, qualified tuition program payments (under section 529), IRA, Coverdell ESA, Archer MSA or HSA contributions or distributions, and pension distributions. You must give your correct TIN, but you do not have to sign the certification.

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 ³
b. So-called trust account that is not a legal or valid trust under state law	The actual owner ³
5. Sole proprietorship or disregarded entity owned by an individual	The owner ³
For this type of account:	Give name and EIN of:
6. Disregarded entity not owned by an individual	The owner
7. A valid trust, estate, or pension trust	Legal entity ⁴
8. Corporate or LLC electing corporate status on Form 8832	The corporation
9. Association, club, religious, charitable, educational, or other tax-exempt organization	The organization
10. Partnership or multi-member LLC	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

¹List first and circle the name of the person whose number you furnish. If only one person on a joint account has an SSN, that person's number must be furnished.

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

³You must show your individual name and you may also enter your business or "DBA" name on the second name line. You may use either your SSN or EIN (if you have one), but the IRS encourages you to use your SSN.

⁴List first and circle the name of the 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.) Also see *Special rules for partnerships* on page 1.

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.

Secure Your Tax Records from Identity Theft

Identity theft occurs when someone uses your personal information such as your name, social security number (SSN), or other identifying information, without your permission, to commit fraud or other crimes. An identity thief may use your SSN to get a job or may file a tax return using your SSN to receive a refund.

To reduce your risk:

- Protect your SSN,
- Ensure your employer is protecting your SSN, and
- Be careful when choosing a tax preparer.

Call the IRS at 1-800-829-1040 if you think your identity has been used inappropriately for tax purposes.

Victims of identity theft who are experiencing economic harm or a system problem, or are seeking help in resolving tax problems that have not been resolved through normal channels, may be eligible for Taxpayer Advocate Service (TAS) assistance. You can reach TAS by calling the TAS toll-free case intake line at 1-877-777-4778 or TTY/TDD 1-800-829-4059.

Protect yourself from suspicious emails or phishing schemes. Phishing is the creation and use of email and websites designed to mimic legitimate business emails and websites. The most common act is sending an email to a user falsely claiming to be an established legitimate enterprise in an attempt to scam the user into surrendering private information that will be used for identity theft.

The IRS does not initiate contacts with taxpayers via emails. Also, the IRS does not request personal detailed information through email or ask taxpayers for the PIN numbers, passwords, or similar secret access information for their credit card, bank, or other financial accounts.

If you receive an unsolicited email claiming to be from the IRS, forward this message to phishing@irs.gov. You may also report misuse of the IRS name, logo, or other IRS personal property to the Treasury Inspector General for Tax Administration at 1-800-366-4484. You can forward suspicious emails to the Federal Trade Commission at: spam@uce.gov or contact them at www.consumer.gov/idtheft or 1-877-IDTHEFT(438-4338).

Visit the IRS website at www.irs.gov to learn more about identity theft and how to reduce your risk.

Privacy Act Notice

Section 6109 of the Internal Revenue Code requires you to provide 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, or Archer MSA or HSA. The IRS uses the numbers for identification purposes and to help verify the accuracy of your tax return. The IRS may also provide this information to the Department of Justice for civil and criminal litigation, and to cities, states, the District of Columbia, and U.S. possessions to carry out their tax laws. We may also disclose this information to other countries under a tax treaty, to federal and state agencies to enforce federal nontax criminal laws, or to federal law enforcement and intelligence agencies to combat terrorism.

You must provide your TIN whether or not you are required to file a tax return. Payers must generally withhold 28% 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.

Supplement Two

Sample Mail Renewal Registration Form



**OHIO DEPARTMENT OF PUBLIC SAFETY
BUREAU OF MOTOR VEHICLES
VEHICLE RENEWAL APPLICATION**

Register your vehicle using one of the following methods:

 <p>MAIL</p> <p>Allow 10 business days (excluding mail time) to receive your registration. If address is incorrect, write the correct address in the space provided below. See instructions for completing this application. Checks or money orders are accepted.</p>	 <p>PHONE</p> <p>Call 1-866-OPLATES (1-866-675-2837) and follow the voice prompts. All information on this form must be current. Visa, MasterCard, American Express, or Discover card accepted.</p>
 <p>DEPUTY REGISTRAR</p> <p>If any of the vehicle information on this form has changed, you must take your Certificate of Title to a deputy registrar. Only cash, checks, or money orders are accepted.</p>	 <p>INTERNET</p> <p>Log on to www.OPLATES.com. Some vehicles may be excluded from registering online (see web site for restrictions). Credit cards and electronic checks accepted. You may also change your address via this web site.</p>

Mail Renewal Instructions:

- **SIGN** and date the reverse side of the application below. If you no longer own this vehicle or have moved out of state, please disregard this notice.
- **Lease Vehicles:** If the **Power of Attorney** box below is marked YES, you must submit a Power of Attorney form signed by the lease company or your application will be returned to you unprocessed (photocopies accepted; originals not returned).
- **EPA Counties:** If the **E✓CHECK** box on the application below is marked YES, your vehicle is subject to EPA emission testing. (NOTE: This box reflects your status at the time of printing. Testing done immediately before or after may change your status). You must enclose an OHIO issued **E✓CHECK** Inspection Pass, Waiver or Exemption Certificate (photocopies accepted; originals not returned). If you have questions concerning EPA requirements, call 1-800-CAR-TEST or online at www.ohiocheck.org.
- **New plates:** You are not required to purchase New plates if your current plates are in good condition. If you currently have *initial* or *personalized* plates and request New, your plate numbers will remain the same. All others will change. Make your selection by checking the appropriate box below.
- **Address change:** If your address is different than shown above, write correct address in the space provided below. If you have moved, this may result in a fee change due to differing local taxes. To verify your local taxes, or for any additional registration information, call 1-800-589-8247 or 1-614-752-7800.
- **FEES:** Make check or money order payable to: Ohio Treasurer Richard Cordray. **Your check must include your name and address; also print your license plate number on the check or money order. DO NOT SEND CASH.** Your application and any supporting documents must be sent together with your check or money order or your application will be returned. Registration will be cancelled and a \$15.00 penalty assessed for any check returned unpaid by the financial institution. NOTE: The fees shown are valid for mail registration only. You can receive the same service from a deputy registrar, phone, or internet, although fees may vary.
- **Donations:** You may make donations to the children's **Save Our Sight** Program by checking the box below and entering the amount you wish to donate (\$1.00 increments). Add this to your total fees due. For more information on the children's **Save Our Sight** program, please call 1-800-755-GROW (4769).

Vehicle Expiration		
	PLATE #	
RENEWAL FEES	NEW PLATES	KEEP CURRENT PLATES
NEW PLATE FEE		
SPECIAL PLATE FEE		
STATE LICENSE TAX		
LOCAL/COUNTY TAX		
SERVICE FEE		
POSTAGE		
MAIL-IN TOTAL		

You must sign on reverse side to complete processing of your application

APPLICATION FOR RENEWAL REGISTRATION BY MAIL

I would like to donate _____ to the children's Save Our Sight Program.



POWER of ATTORNEY REQUIRED?

E✓CHECK REQUIRED?

PLATE CAT	PLATE#-TYPE	OLD APP
TITLE NO.	VEHICLE	WGT
PURCHASE DATE	REG. EXPIRES	RENEWAL EXPIRES:
COUNTY	TAX DIST./NAME	Color
VIN		Seat Cap.

- Requesting New plates pay:
- Keeping current plates pay:
- Check if name or address is incorrect. Write correct information below.

You must sign on reverse side to complete the processing of your application.

County _____



OHIO BUREAU OF MOTOR VEHICLES

YOU WILL LOSE YOUR DRIVER LICENSE FOR AT LEAST 90 DAYS IF YOU DRIVE WITHOUT INSURANCE OR OTHER ACCEPTABLE FINANCIAL RESPONSIBILITY COVERAGE

- In Ohio, it is illegal to drive any motor vehicle without insurance or other financial responsibility (FR) coverage.
It is also illegal for any motor vehicle owner to allow anyone else to drive the owner's vehicle without FR coverage.
PROOF OF COVERAGE IS REQUIRED: Whenever a police officer issues a traffic ticket At all vehicle inspection stops Upon traffic court appearances and Upon random checks by the Registrar of Motor Vehicles.
ANY DRIVER OR OWNER WHO FAILS TO SHOW PROOF OF INSURANCE OR OTHER COVERAGE WILL Lose his or her driver license for 90 DAYS on first offense, ONE YEAR on additional offenses Lose his or her license plates and vehicle registration Pay reinstatement fees of \$75.00 first offense, \$250.00 second offense, and \$500.00 any additional offense Pay a \$50.00 penalty for any failure to surrender his or her driver license, license plates, or registration AND Be required to maintain special FR coverage ("High-risk" insurance or equivalent) on file with the Bureau of Motor Vehicles (BMV) for FIVE YEARS.
ONCE THIS SUSPENSION IS IN EFFECT: Any driver or owner who violates the suspension will have his or her vehicle immobilized and his or her license plates confiscated for at least 30 DAYS first offense and 60 DAYS second offense. For a third or subsequent offense, the vehicle will be forfeited and sold and the person will not be permitted to register any motor vehicle in Ohio for FIVE YEARS.
IF YOU ARE INVOLVED IN AN ACCIDENT WITHOUT INSURANCE OR OTHER FR COVERAGE: In addition to all the penalties listed above, you may have A SECURITY SUSPENSION for TWO YEARS or more and A JUDGMENT SUSPENSION INDEFINITELY (until all damages have been satisfied).
THESE PENALTIES ARE IN ADDITION TO ANY FINES OR PENALTIES IMPOSED BY A COURT OF LAW.
WARNING: THESE LAWS DO NOT PREVENT THE POSSIBILITY THAT YOU MAY BE INVOLVED IN AN ACCIDENT WITH A PERSON WHO HAS NO INSURANCE OR OTHER FR COVERAGE.
WHEN REQUIRED, PROOF OF COVERAGE MAY BE SHOWN BY ANY OF THE FOLLOWING: AN INSURANCE POLICY showing automobile liability insurance of at least \$12,500 bodily injury per person, \$25,000 injury two or more persons, and \$7,500 property damage AN INSURANCE IDENTIFICATION CARD (same coverage) A SURETY BOND OF \$30,000 issued by any authorized surety company or insurance company A BMV BOND SECURED BY REAL ESTATE having equity of at least \$60,000 A BMV CERTIFICATE FOR MONEY OR GOVERNMENT BONDS in the amount of \$30,000 on deposit with the Ohio Treasurer of State A BMV CERTIFICATE OF SELF-INSURANCE, available only to companies or persons who own at least twenty-six motor vehicles.

FOR MORE INFORMATION, CALL 1-800-589-8247 OR 1-614-752-7800 OR GO TO WWW.OPLATES.COM

SIGN BELOW DETACH BOTTOM PORTION AND MAIL TO BMV KEEP UPPER PORTION FOR YOUR RECORDS

YOU WILL LOSE YOUR DRIVER LICENSE FOR AT LEAST 90 DAYS IF YOU DRIVE WITHOUT INSURANCE OR OTHER ACCEPTABLE FINANCIAL RESPONSIBILITY COVERAGE

BMV 4603B

- In Ohio, it is illegal to drive any motor vehicle without insurance or other financial responsibility (FR) coverage.
It is also illegal for any motor vehicle owner to allow anyone else to drive the owner's vehicle without FR coverage.
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ONCE THIS SUSPENSION IS IN EFFECT: Any driver or owner who violates the suspension will have his or her vehicle immobilized and his or her license plates confiscated for at least 30 DAYS first offense and 60 DAYS second offense. For a third or subsequent offense, the vehicle will be forfeited and sold and the person will not be permitted to register any motor vehicle in Ohio for FIVE YEARS.
IF YOU ARE INVOLVED IN AN ACCIDENT WITHOUT INSURANCE OR OTHER FR COVERAGE: In addition to all the penalties listed above, you may have A SECURITY SUSPENSION for TWO YEARS or more and A JUDGMENT SUSPENSION INDEFINITELY (until all damages have been satisfied).
THESE PENALTIES ARE IN ADDITION TO ANY FINES OR PENALTIES IMPOSED BY A COURT OF LAW.
WARNING: THESE LAWS DO NOT PREVENT THE POSSIBILITY THAT YOU MAY BE INVOLVED IN AN ACCIDENT WITH A PERSON WHO HAS NO INSURANCE OR OTHER FR COVERAGE.

BUREAU OF MOTOR VEHICLES
NONEPA REGISTRATION RENEWAL
PO BOX 183089
COLUMBUS OH 43218-3089

I affirm that the owners (or lessees of leased vehicle) now have insurance or other financial responsibility (FR) coverage covering this vehicle and will not operate or permit the operation of this vehicle without FR coverage; all previous registration fees have been paid; this plate category is correct; and this vehicle will not be used as a commercial vehicle unless so registered.

SIGNATURE(S) DATE
X
Daytime Phone Number: ()

NOTE: SIGNATURE IS REQUIRED FOR FURTHER PROCESSING OF YOUR APPLICATION



OHIO BUREAU OF MOTOR VEHICLES

YOU WILL LOSE YOUR DRIVER LICENSE FOR AT LEAST 90 DAYS IF YOU DRIVE WITHOUT INSURANCE OR OTHER ACCEPTABLE FINANCIAL RESPONSIBILITY COVERAGE

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ONCE THIS SUSPENSION IS IN EFFECT: Any driver or owner who violates the suspension will have his or her vehicle immobilized and his or her license plates confiscated for at least 30 DAYS first offense and 60 DAYS second offense. For a third or subsequent offense, the vehicle will be forfeited and sold and the person will not be permitted to register any motor vehicle in Ohio for FIVE YEARS.
IF YOU ARE INVOLVED IN AN ACCIDENT WITHOUT INSURANCE OR OTHER FR COVERAGE: In addition to all the penalties listed above, you may have A SECURITY SUSPENSION for TWO YEARS or more and A JUDGMENT SUSPENSION INDEFINITELY (until all damages have been satisfied).
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WHEN REQUIRED, PROOF OF COVERAGE MAY BE SHOWN BY ANY OF THE FOLLOWING: AN INSURANCE POLICY showing automobile liability insurance of at least \$12,500 bodily injury per person, \$25,000 injury two or more persons, and \$7,500 property damage AN INSURANCE IDENTIFICATION CARD (same coverage) A SURETY BOND OF \$30,000 issued by any authorized surety company or insurance company A BMV BOND SECURED BY REAL ESTATE having equity of at least \$60,000 A BMV CERTIFICATE FOR MONEY OR GOVERNMENT BONDS in the amount of \$30,000 on deposit with the Ohio Treasurer of State A BMV CERTIFICATE OF SELF-INSURANCE, available only to companies or persons who own at least twenty-six motor vehicles.

FOR MORE INFORMATION, CALL 1-800-589-8247 OR 1-614-752-7800 OR GO TO WWW.OPLATES.COM

SIGN BELOW DETACH BOTTOM PORTION AND MAIL TO BMV KEEP UPPER PORTION FOR YOUR RECORDS

YOU WILL LOSE YOUR DRIVER LICENSE FOR AT LEAST 90 DAYS IF YOU DRIVE WITHOUT INSURANCE OR OTHER ACCEPTABLE FINANCIAL RESPONSIBILITY COVERAGE

BMV 4603C

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ONCE THIS SUSPENSION IS IN EFFECT: Any driver or owner who violates the suspension will have his or her vehicle immobilized and his or her license plates confiscated for at least 30 DAYS first offense and 60 DAYS second offense. For a third or subsequent offense, the vehicle will be forfeited and sold and the person will not be permitted to register any motor vehicle in Ohio for FIVE YEARS.
IF YOU ARE INVOLVED IN AN ACCIDENT WITHOUT INSURANCE OR OTHER FR COVERAGE: In addition to all the penalties listed above, you may have A SECURITY SUSPENSION for TWO YEARS or more and A JUDGMENT SUSPENSION INDEFINITELY (until all damages have been satisfied).
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BUREAU OF MOTOR VEHICLES
EPA REGISTRATION RENEWAL
PO BOX 183088
COLUMBUS OH 43218-3088

I affirm that the owners (or lessees of leased vehicle) now have insurance or other financial responsibility (FR) coverage covering this vehicle and will not operate or permit the operation of this vehicle without FR coverage; all previous registration fees have been paid; this plate category is correct; and this vehicle will not be used as a commercial vehicle unless so registered.

SIGNATURE(S) DATE
X
Daytime Phone Number: ()

NOTE: SIGNATURE IS REQUIRED FOR FURTHER PROCESSING OF YOUR APPLICATION



OHIO BUREAU OF MOTOR VEHICLES

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SIGN BELOW DETACH BOTTOM PORTION AND MAIL TO BMV KEEP UPPER PORTION FOR YOUR RECORDS

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BMV 4603D

- In Ohio, it is illegal to drive any motor vehicle without insurance or other financial responsibility (FR) coverage.
It is also illegal for any motor vehicle owner to allow anyone else to drive the owner's vehicle without FR coverage.
PROOF OF COVERAGE IS REQUIRED: Whenever a police officer issues a traffic ticket At all vehicle inspection stops Upon traffic court appearances and Upon random checks by the Registrar of Motor Vehicles.
ANY DRIVER OR OWNER WHO FAILS TO SHOW PROOF OF INSURANCE OR OTHER COVERAGE WILL Lose his or her driver license for 90 DAYS on first offense and ONE YEAR on additional offenses Lose his or her license plates and vehicle registration Pay reinstatement fees of \$75.00 first offense, \$250.00 second offense, and \$500.00 any additional offense Pay a \$50.00 penalty for any failure to surrender his or her driver license, license plates, or registration AND Be required to maintain special FR coverage ("High-risk" insurance or equivalent) on file with the Bureau of Motor Vehicles (BMV) for FIVE YEARS.
ONCE THIS SUSPENSION IS IN EFFECT: Any driver or owner who violates the suspension will have his or her vehicle immobilized and his or her license plates confiscated for at least 30 DAYS first offense and 60 DAYS second offense. For a third or subsequent offense, the vehicle will be forfeited and sold and the person will not be permitted to register any motor vehicle in Ohio for FIVE YEARS.
IF YOU ARE INVOLVED IN AN ACCIDENT WITHOUT INSURANCE OR OTHER FR COVERAGE: In addition to all the penalties listed above, you may have A SECURITY SUSPENSION for TWO YEARS or more and A JUDGMENT SUSPENSION INDEFINITELY (until all damages have been satisfied).
THESE PENALTIES ARE IN ADDITION TO ANY FINES OR PENALTIES IMPOSED BY A COURT OF LAW.
WARNING: THESE LAWS DO NOT PREVENT THE POSSIBILITY THAT YOU MAY BE INVOLVED IN AN ACCIDENT WITH A PERSON WHO HAS NO INSURANCE OR OTHER FR COVERAGE.



BUREAU OF MOTOR VEHICLES
NONEPA LEASE RENEWAL
PO BOX 183087
COLUMBUS OH 43218-3087

I affirm that the owners (or lessees of leased vehicle) now have insurance or other financial responsibility (FR) coverage covering this vehicle and will not operate or permit the operation of this vehicle without FR coverage; all previous registration fees have been paid; this plate category is correct; and this vehicle will not be used as a commercial vehicle unless so registered.

SIGNATURE(S) DATE

X

Daytime Phone Number: ()

NOTE: SIGNATURE IS REQUIRED FOR FURTHER PROCESSING OF YOUR APPLICATION



OHIO BUREAU OF MOTOR VEHICLES

YOU WILL LOSE YOUR DRIVER LICENSE FOR AT LEAST 90 DAYS IF YOU DRIVE WITHOUT INSURANCE OR OTHER ACCEPTABLE FINANCIAL RESPONSIBILITY COVERAGE

- In Ohio, it is illegal to drive any motor vehicle without insurance or other financial responsibility (FR) coverage.
It is also illegal for any motor vehicle owner to allow anyone else to drive the owner's vehicle without FR coverage.
PROOF OF COVERAGE IS REQUIRED: Whenever a police officer issues a traffic ticket At all vehicle inspection stops Upon traffic court appearances and Upon random checks by the Registrar of Motor Vehicles.
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WARNING: THESE LAWS DO NOT PREVENT THE POSSIBILITY THAT YOU MAY BE INVOLVED IN AN ACCIDENT WITH A PERSON WHO HAS NO INSURANCE OR OTHER FR COVERAGE.
WHEN REQUIRED, PROOF OF COVERAGE MAY BE SHOWN BY ANY OF THE FOLLOWING: AN INSURANCE POLICY showing automobile liability insurance of at least \$12,500 bodily injury per person, \$25,000 injury two or more persons, and \$7,500 property damage AN INSURANCE IDENTIFICATION CARD (same coverage) A SURETY BOND OF \$30,000 issued by any authorized surety company or insurance company A BMV BOND SECURED BY REAL ESTATE having equity of at least \$60,000 A BMV CERTIFICATE FOR MONEY OR GOVERNMENT BONDS in the amount of \$30,000 on deposit with the Ohio Treasurer of State A BMV CERTIFICATE OF SELF-INSURANCE, available only to companies or persons who own at least twenty-six motor vehicles.

FOR MORE INFORMATION, CALL 1-800-589-8247 OR 1-614-752-7800 OR GO TO WWW.OPLATES.COM

SIGN BELOW DETACH BOTTOM PORTION MAIL TO BMV KEEP UPPER PORTION FOR YOUR RECORDS

YOU WILL LOSE YOUR DRIVER LICENSE FOR AT LEAST 90 DAYS IF YOU DRIVE WITHOUT INSURANCE OR OTHER ACCEPTABLE FINANCIAL RESPONSIBILITY COVERAGE

BMV 4603E

- In Ohio, it is illegal to drive any motor vehicle without insurance or other financial responsibility (FR) coverage.
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WARNING: THESE LAWS DO NOT PREVENT THE POSSIBILITY THAT YOU MAY BE INVOLVED IN AN ACCIDENT WITH A PERSON WHO HAS NO INSURANCE OR OTHER FR COVERAGE.



BUREAU OF MOTOR VEHICLES
EPA LEASE RENEWAL
PO BOX 183086
COLUMBUS OH 43218-3086

I affirm that the owners (or lessees of leased vehicle) now have insurance or other financial responsibility (FR) coverage covering this vehicle and will not operate or permit the operation of this vehicle without FR coverage; all previous registration fees have been paid; this plate category is correct; and this vehicle will not be used as a commercial vehicle unless so registered.

SIGNATURE(S) DATE

X

Daytime Phone Number: ()

NOTE: SIGNATURE IS REQUIRED FOR FURTHER PROCESSING OF YOUR APPLICATION

Supplement Three

Special Plate Format Guidelines

217 * ---> THE FOLLOWING IS THE PLATE MASK TABLE FOR EDITING <---
 218 * NOTE: THE X INDICATES WHICH CHARACTERS OF THE PLATE
 219 * NEED A PRECEDING SPACE, NOT WHERE THE SPACE WILL APPEAR
 220 * IN THE MANUFACTURING FORMAT.

221 *
 225 01 TQ00-2TABLE.
 230 05 FILLER PIC X(17) VALUE 'A * '.
 235 05 FILLER PIC X(17) VALUE 'AA * '.
 240 05 FILLER PIC X(17) VALUE 'AAA * '.
 245 05 FILLER PIC X(17) VALUE 'AN * X '.
 250 05 FILLER PIC X(17) VALUE 'ANN * X '.
 255 05 FILLER PIC X(17) VALUE 'ANNN * X '.
 260 05 FILLER PIC X(17) VALUE 'ANNNN M X '.
 265 05 FILLER PIC X(17) VALUE 'ANNNNN M X '.
 267 * 05 FILLER PIC X(17) VALUE 'ANNNNNN M X '.
 270 05 FILLER PIC X(17) VALUE 'AAN * X '.
 275 05 FILLER PIC X(17) VALUE 'AANN * X '.
 277 05 FILLER PIC X(17) VALUE 'AANNA X '.
 280 05 FILLER PIC X(17) VALUE 'AANNN M X '.
 285 05 FILLER PIC X(17) VALUE 'AANNNN M X '.
 287 05 FILLER PIC X(17) VALUE 'AANNNNN M X '.
 290 05 FILLER PIC X(17) VALUE 'AAAN * X '.
 295 05 FILLER PIC X(17) VALUE 'ANA * XX '.
 300 05 FILLER PIC X(17) VALUE 'ANNA * X X '.
 305 05 FILLER PIC X(17) VALUE 'ANNNA M X X '.
 310 05 FILLER PIC X(17) VALUE 'ANNNNA M X X '.
 312 05 FILLER PIC X(17) VALUE 'ANNNNNA M X X '.
 315 05 FILLER PIC X(17) VALUE 'N * '.
 320 05 FILLER PIC X(17) VALUE 'NN * '.
 325 05 FILLER PIC X(17) VALUE 'NNN * '.
 326 05 FILLER PIC X(17) VALUE 'NNNN * '.
 330 05 FILLER PIC X(17) VALUE 'NNNNN * '.
 335 05 FILLER PIC X(17) VALUE 'NNNNNN M '.
 337 05 FILLER PIC X(17) VALUE 'NNNNNNN M '.
 340 05 FILLER PIC X(17) VALUE 'NA * X '.
 345 05 FILLER PIC X(17) VALUE 'NNA * X '.
 350 05 FILLER PIC X(17) VALUE 'NNNA * X '.
 355 05 FILLER PIC X(17) VALUE 'NNNNA M X '.
 360 05 FILLER PIC X(17) VALUE 'NNNNNA M X '.
 362 05 FILLER PIC X(17) VALUE 'NNNNNNA M X '.
 365 05 FILLER PIC X(17) VALUE 'NAA * X '.
 370 05 FILLER PIC X(17) VALUE 'NNAA * X '.
 375 05 FILLER PIC X(17) VALUE 'NNNAA M X '.
 380 05 FILLER PIC X(17) VALUE 'NNNNAA M X '.
 382 05 FILLER PIC X(17) VALUE 'NNNNNAA M X '.
 385 05 FILLER PIC X(17) VALUE 'NAAA * X '.

- The first 7 characters are the plate format where A is a letter and N is a number.
- The 9th character will prevent spacing for motorcycles when set to M.
- Characters 11-17 control the placement of a space after that character in the plate.

Supplement Four

Data File Format for FTP

Internet VR Processing Record Layout

Level	BMV Element Name	Clear Name	Pic Clause	Start Position
10	GLCVAL	VALTAB (TRANSACTION) CODE	X(6)	1
10	206N00	GENERIC 6 CHAR 0 DECIMAL NUMER	9(06)	7
10	MLFBIN	BIENNIAL REGISTRATION ELIGIBILITY	X(1)	13
10	filler			
10	DRNAGY	DEPUTY REGISTRAR AGENCY NUMBER	X(04)	20
10	PLNPPL	PLATE PREVIOUS NUMBER	X(08)	24
10	PLNPLT	PLATE NUMBER	X(08)	32
10	PINSN4	Last 4 of SSN	9(04)	40
10	filler		x(20)	44
10	VRCSAL	SALE STATUS CODE	9(03)	64
10	PLCCAT	VEHICLE CATEGORY TYPE CODE	X(02)	73
10	PICOWN	VEHICLE OWNER TYPE CODE	X(01)	75
10	PLCCLR	PLATE COLOR CODE	X(01)	76
10	VHDMYR	VEHICLE MODEL YEAR	9(04)	77
10	VHCMAK	VEHICLE MAKE	X(04)	81
10	VHCTYP	VEHICLE TYPE CODE	X(02)	85
10	VHNVIN	VEHICLE IDENTIFICATION NUMBER	X(20)	87
10	VHCCL1	VEHICLE PRIMARY COLOR CODE	X(03)	107
10	VHCCL2	VEHICLE SECONDARY COLOR CODE	X(03)	110
10	FILLER		X(14)	113
10	PLDEXP	PLATE EXPIRATION DATE		127
11	PLDEMM	PLATE EXPIRATION MONTH	99	127
11	PLDEDD	PLATE EXPIRATION DAY	99	129
11	PLDEYR	PLATE EXPIRATION YEAR		131
12	PLDEC1	PLATE EXPIRATION CENTURY	9(02)	131
12	PLDEY2	PLATE EXPIRATION YEAR	9(02)	133
10	PLDEX1	PLATE EXPIRATION DATE		135
11	PLDEM1	PLATE EXPIRATION MONTH	99	135
11	PLDED1	PLATE EXPIRATION DAY	99	137
11	PLDEY1	PLATE EXPIRATION YEAR		139
12	PLDECC	PLATE EXPIRATION CENTURY	9(02)	139
12	PLDEYY	PLATE EXPIRATION YEAR	9(02)	141
10	FILRFE	RENEWAL FEES GROUP ELEMENT		143
11	FIALI4	LICENSE REGISTRATION FEE AMOUN	S9(04)V99	143
11	FIAPR4	PERMISSIVE TAX FEE AMOUNT	S9(04)V99	149
11	FIARF5	REFLECTOR FEE AMOUNT	S9(04)V99	155
11	FIAST5	COUNTY STICKER FEE AMOUNT	S9(04)V99	161
11	FIABM4	BMV SERVICE FEE	S9(04)V99	167
11	FIARP4	ROADSIDE PARK FEE AMOUNT	S9(04)V99	173
11	FIAPO4	POSTAGE FEE AMOUNT	S9(04)V99	179
11	FIAML5	MAIL SERVICE FEE AMOUNT	S9(04)V99	185
11	FIAMC4	MOTORCYCLE EDUCATION FEE AMOUN	S9(04)V99	191
11	FIAOR4	ORGANIZATION FEE AMOUNT	S9(04)V99	197
11	FIATR4	TRANSACTION AMOUNT	S9(4)V99	203
10	FILGFE	GOLD PLATE FEES GROUP		209
11	FIALI9	LICENSE REGISTRATION FEE AMOUN	S9(04)V99	209
11	FIAPR9	PERMISSIVE TAX FEE AMOUNT	S9(04)V99	215
11	FIARF9	REFLECTOR FEE AMOUNT	S9(04)V99	221
11	FIAST9	COUNTY STICKER FEE AMOUNT	S9(04)V99	227
11	FIABM9	BMV SERVICE FEE	S9(04)V99	233
11	FIARP9	ROADSIDE PARK FEE AMOUNT	S9(04)V99	239
11	FIAPO9	POSTAGE FEE AMOUNT	S9(04)V99	245
11	FIAML9	MAIL SERVICE FEE AMOUNT	S9(04)V99	251
11	FIAMC9	MOTORCYCLE EDUCATION FEE AMOUN	S9(04)V99	257
11	FIAOR9	ORGANIZATION FEE AMOUNT	S9(04)V99	263
11	FIATR9	TRANSACTION AMOUNT	S9(4)V99	269
10	2GROUP	Donation Information		275

Internet VR Processing Record Layout

Level	BMV Element Name	Clear Name	Pic Clause	Start Position
11	FICDON	CHARITY CODE	X(3)	
11	FIADON	DONATION AMOUNT	9(03)V99	
10	FIADNT	DONATION TOTAL	9(04)V99	355
10	FIACHG	AMOUNT OF CHARGE	S9(4)V99	361
10	GLGEML	E-MAIL ADDRESS (URL)	X(40)	367
10	GLNPHN	PHONE NUMBER		407
11	GLNPAC	PHONE NUMBER AREA CODE	X(03)	407
11	GLNPEX	PHONE NUMBER EXCHANGE	X(03)	410
11	GLNPLF	PHONE NUMBER LAST FOUR DIGITS	X(04)	413
10	PIMNAM	PERSONS FULL NAME	X(35)	417
10	PIGSTR	PERSONS STREET ADDRESS	X(30)	452
10	PIGCTY	PERSONS CITY	X(15)	482
10	PIGSTA	PERSONS STATE	X(02)	497
10	PIGZIP	PERSONS FULL ZIP CODE		499
11	PIGZP5	PERSONS FIVE DIGIT ZIP CODE	9(05)	499
11	PIGZP4	PERSONS FOUR DIGIT ZIP CODE	9(04)	504
11	PIGZP2	PERSONS TWO DIGIT ZIP CODE	9(02)	508
10	PICTX1	PERSON TAX DISTRICT CODE	9(04)	510
10	PICTXD	PERSON TAX DISTRICT CODE		510
11	PINCNT	PERSONS COUNTY NUMBER	9(02)	510
11	PINREG	PERSONS REGION NUMBER	9(02)	512
10	RSNMFG	RESERVE PLATE MANUFACTURING FO	X(12)	514
10	RSCTYP	RESERVE TYPE CODE	X(01)	526
10	FILLER		X(4)	527
10	RSCORG	RESERVE ORGANIZATION CODE	9(03)	531
10	RSCTY9	RESERVE TYPE CODE	X(01)	534
10	FILLER		X(4)	535
10	RSCOR9	RESERVE ORGANIZATION CODE	9(03)	539
10	PLCREQ	PLATE REQUIRED CODE	X	542
10	VRNTRK	WEB/PHONE TRACKING NUMBER		543
11	FICCCR	PAYMENT TYPE CODE \$/CHARGE	X	543
11	FINCNF	CREDIT CARD CONFIRMATION NUMBE	X(11)	544
11	FINACH	ACH NUMBER	9(8)	555
11	2GROUP	GENERIC GROUP ELEMENT 01		555
12	FINCCF	FIRST FOUR CREDIT CARD NUMBER	X(4)	555
12	FINCCL	LAST FOUR CREDIT CARD NUMBER	X(4)	559
10	FIDPMT	PAYMENT DATE	M	563
10	VHQGVW	VEHICLE GROSS VEHICLE WEIGHT	9(06)	571
10	VHQULW	VEHICLE UNLADEN WEIGHT	9(06)	577
10	VHFLMO	VEHICLE LIMO FLAG	X(01)	583
10	VHDPUR	VEHICLE PURCHASE DATE	M	584
10	CLNOAP	VR OLD APPLICATION NUMBER	X(08)	592
10	SYDDDT	SYSTEM DATE(CCYYMMDD)	9(8)	600
10	SYTIMH	SYSTEM TIME (HHMMSSHH)	X(08)	608
10	FILLER		X(1)	616
10	SPCIUP	INTERNET SPECIAL PLATE UPDATE	X(01)	617
10	PIMTXD	PERSONS TAX DISTRICT NAME	X(13)	618
10	RSMNOT	RESERVE ORG NOTICE LITERAL NAM	X(08)	631
10	VRCTYI	VR TYPE ISSUE	X(01)	639
10	PLCDSP	PLATE DISPOSITION CODE	X(02)	640
10	VHLEID	EPA AIM ID NUMBER		642
11	VHCECT	VEHICLE EPA CERTIFICATION TYPE	X(01)	642
11	VHDEPA	VEHICLE EPA CERTIFIATION DATE	M	643
11	VHCCRC	VEHICLE EPA CRC	X(4)	651
10	VRFEML	EMAIL REQUEST FLAG	X(01)	655
10	VRFACT	TRANSACTION PROCESSING CODE	X	656
10	CLFPOP	COLLECT PRIOR OPERATION FLAG	X(1)	657

Internet VR Processing Record Layout

Level	BMV Element Name	Clear Name	Pic Clause	Start Position
10	MLCSFL	SUPPLEMENTAL FLEET ID CODE	99	658
10	VRDISS	VR ISSUE DATE	M	660
10	CLATCA	PATROL FEE AMOUNT - COLLECT	S9(2)V99	668
10	CLATC9	PATROL FEE AMOUNT - COLLECT	S9(2)V99	672
10	VRQREG	VEH REG NOTICE NUMBER OF REG YR	9	676
10	FILLER		X(322)	677
10	2001X0	GENERIC 1 CHARACTER ELEMENT	X(01)	999
10	2001X2	GENERIC 1 CHARACTER ELEMENT	X(01)	1000

Supplement Five

IVR Script

IVR Script

Application Description

This application will process incoming calls to the State of Ohio's Bureau of Motor Vehicles License Plate Renewal line. The application will first validate that the caller is eligible to renew their tags. If eligible, the caller will go through a series of questions which will end with credit card authorization to pay for the appropriate fees. If at any time during the script a requirement is not met, the caller will be given a referral to contact the BMV through the mailing system, a phone number, or the local deputy registrar. When the call is completed, regardless of whether it is successful or incomplete, the caller's progress and available information will be saved to a database that will be used for BMV reporting purposes.

Application Guidelines

A caller may interrupt any prompt with touch tone input unless otherwise stated. Timeouts for caller input are 5 seconds unless otherwise stated. If there is no input, or the caller enters less than the number of digits required, the last prompt will be replayed. For most prompts, the caller will have three attempts to enter valid input. If no valid touch tone input is received in three tries, the call will be disconnected by going to the label GOODBYE. If the caller has not reached the maximum attempts after invalid input, the system will play the phrase "Please try again" before re-prompting.

Call Flow Detail

This section will detail the call flow. The call flow is described in both comments and pseudo code. Voice phrases are indicated by both the name of the phrase tag played by the application and the text of the phrase spoken in italics.

Phrases with information in brackets indicate variable information such as an identification number. The text inside the brackets indicates how the information will be spoken.

The call flow begins at the label "START" when a call is made to a voice channel.

Label START

Answer call and speak greeting message.

GREETING: "Thank you for calling the State of Ohio's Automated License Plate Renewal System. This system conveniently allows you to renew your license plates over the phone. To successfully complete your telephone renewal, you will need your social security number, your plate number, and a valid credit card with its expiration date, or a valid check routing and account number. If at any time during this process you need help, please press 9."

"If you would like to renew on the internet, please visit us at www.oplates.com.

If you are calling about the status of a mailed-in renewal, please call 1-800-589-8247. "

Check the connection to the SQL Server. If it is down, then it is necessary to inform the caller immediately, by playing the phrase SYSTEM_DOWN and then ending the call. This is important in order to prevent a charge to the caller's credit card without any record of the transaction. Try to restore connection twice before playing phrase.

SYSTEM_DOWN: "We apologize for the inconvenience, but our system is temporarily unavailable. Please try back at a later time, or if you have internet access, please try our site at www.oplates.com."

Label LOGIN

Request the user's login information by requesting the caller's social security number.

LOGIN: "Please enter your 9-digit social security number."

If number entered is a valid format, continue to plate verification.

If number entered is 9, go to label TRANSFER_CONNECT.

Otherwise, repeat phrase LOGIN up to 2 more times, while playing the phrase "Please try again" after the 1st two attempts.

Send the social security number to the state's system.

Caller will receive a list of renewable license plates in the 90-day time frame that are registered to the social security number.

Caller will receive a block that is associated with the social security number

Check the Sales Status Code. If not "000", go to the label REASON_CODES.

Label PIN

Request the user's plate number that is being renewed.

PIN: "Please enter the plate number you would like to renew by pressing the key that contains either the letter or the number on the plate. If your license plate contains a Q as in Quick, please use the number 7, if it contains a Z as in Zebra, please use the number 9. When finished with the entire plate number, please press the # sign."

If number entered is 9, go to the label TRANSFER_CONNECT.

Otherwise, repeat phrase PIN up to 2 more times. Play the phrase "Please try again" after the 1st 2 attempts.

Match the plate number to the list retrieved belonging to the social security number entered.

Only license plates that have not been renewed will be in this list.

Verify the plate number that was entered.

If only one plate matches the criteria, play VERIFY_PLATE.

If more than one plate matches the number entered, play CLARIFY_PLATE.

If no plate matches the pin entered, play NO_MATCH and then go back to the label LOGIN.

Limit the complete login process to 3 total attempts before disconnecting.

VERIFY_PLATE: "You entered plate number [Plate Number] which is registered to your [year] vehicle." If correct press 1, otherwise press 2."

If number entered is 1, go to the label VERIFY_ELIG.

If number entered is 2, go back to label LOGIN.

If number entered is 9, go to the label TRANSFER_CONNECT.

Otherwise, repeat phrase VERIFY_PLATE up to 2 more times. Play the phrase "Please try again" after the 1st two attempts.

CLARIFY_PLATE: "Please verify the plate number you have entered. Please select the license plate from the following list."

Use the phrases FOR and PRESS to create a list of license plates to choose.

Example "For [IVR 1], press [1]"

"For [GUS 1], press [2]"

CHOOSE_NOW: "Please enter your selection now."

If number entered is valid, go to the phrase VERIFY_PLATE.
Otherwise, repeat phrase CLARIFY_PLATE up to 2 more times. Play the phrase "Please try again" after the 1st two attempts.

NO_MATCH: "The plate number you have entered is not registered to the social security number provided, or the license plate number is not permitted to use the automated renewal system at this time. You may call 1-866-868-0006 for further assistance."

If 1st or 2nd attempt, play "Please try again", and then go to label LOGIN.
Otherwise, after playing NO_MATCH, determine if any license plates are waiting to be settled.
If Number of Vehicles = 0, then go to the label GOODBYE.
If Number of Vehicles > 0, then go to the label CLOSE_OR_CONT.

BIENNIUM: "The State of Ohio now offers the option to renew your registration for one year or two years. Please note: you will not be entitled to a refund for any unused portion of your registration fees. To renew for one year, please press 1. To renew for two years, please press 2."

Label VERIFY_ELIG

Verify the license plate number entered against the state system to determine the license plates specific information in the system. Determine:

If any blocks exist on the caller's account.
The car's make & year.
The present price for the caller's plate that is being renewed.
If the Expiration Date is within the 5 day range. If so, play the phrase EXPIRE_5DAYS.

EXPIRE_5DAYS: "The automated renewal system can still be used, but your license plates will expire before your new registration, stickers, and/or plates have been received. Ohio law requires the display of a valid validation sticker. You may be cited by law enforcement for driving without your updated registration"

Determine if call can continue – if no blocks exist go to label VERIFY_ADDRESS, else go to label REASON_CODES.

Label VERIFY_ADDRESS

Not legally permitted to speak the address that has been received from the state's system.
Still need confirmation to continue.

ADDRESS_VERIFY: "Please verify the address we have on file is correct. Your street number is [Street Number] and your zip code is [Zip Code]. If the address is correct, please press 1. If the address has changed, then press 2."

If number entered is 1, go to label REPLACEMENT_PLATE.
If number entered is 2, go to label REGISTRAR_REFERRAL or visit www.oplates.com to update your address.
If number entered is 9, go to label TRANSFER_CONNECT.
Otherwise, repeat phrase ADDRESS_VERIFY up to 2 more times. Play the phrase "Please try again" on the 1st two attempts.

Label REPLACEMENT_PLATE

Find out if the caller wants a replacement plate or just wants a renewal tag.
If replacement plate is desired, total price of the vehicle transaction must be increased.

PLATE_REQUEST: "If you would like a replacement license plate to be issued, press 1. If you would like to receive a renewal sticker only, please press 2. "

If number entered is 1, then continue.

If number entered is 2, go to label SAVE_SIGHT.

If number entered is 9, go to label TRANSFER_CONNECT.

Otherwise, repeat phrase PLATE_REQUEST up to 2 more times. Play the phrase "Please try again" on the 1st two attempts.

Since replacement plate chosen, increase the total price and set replacement plate flag = TRUE.

Continue to the label SAVE_SIGHT.

Label SAVE_SIGHT

Play the required donation request for the Save Our Sight Program.

SOS: "If you would like to donate a dollar to the Save Our Site Program, press 1. If you would like to find out more information on this program, please press 2. Otherwise, press 3 to continue your transaction without making a contribution.

If number entered is 1, then set SOS contribution to \$1.00 and then go to label DETAIL_SUMMARY.

If number entered is 2, go to label SAVE_SIGHT_INFO.

If number entered is 3, go to label DETAIL_SUMMARY.

If number entered is 9, go to label TRANSFER_CONNECT.

Otherwise, repeat phrase SOS up to 2 more times. Play the phrase "Please try again" on the 1st two attempts.

Label DETAIL_SUMMARY

Play the summary of the vehicle information and detail of the charges for the renewal.

CHARGE_SUMMARY: "The total charge for renewing license plate [Plate Number] with an expiration date of [NEW Expiration Date] is [Total Renewal Price]. To listen to a detailed total of these charges, press 1. Otherwise, press 2 to continue with this transaction."

If the number 1 is entered, continue to the phrase CHARGE_DETAIL.

If the number 2 is entered, continue to the label CLOSE_OR_CONT.

If the number 9 is entered, then go to the label TRANSFER_CONNECT.

Otherwise, repeat phrase CHARGE_SUMMARY up to 2 more times. Play the phrase "Please try again" on the 1st two attempts.

CHARGE_DETAIL: "This renewal includes the following fees: "

STATE_LICENSE_TAX: "State license tax of [State Tax]"

LOCAL_LICENSE_TAX: "Local/County license tax of [Local Tax]"

PLATE_PRICE: "Replacement plate fee of [Plate Price]"

LOGO_PRICE: "Logo plate fee of [Logo Price]"

PERSONALIZED_PRICE: "Personalized plate fee of [Personalized Price]"

DEPUTY_FEE: "Service fee of [Registrar Fee]"

POSTAGE: "Postage fee of [Postage Fee]"

SOS_PRICE: "Save Our Sight donation of [SOS Donation]"

TOTAL_PRICE: "For a total price for this vehicle of [Total Vehicle Price]"

If the customer has chosen to renew for two years, when the Total Price is given, please have the statement...."This is for a two year renewal

Phrases will only be played if there is a corresponding charge.

Continue to the label CLOSE_OR_CONT.

Label CLOSE_OR_CONT

Need to find out if caller wants to renew another vehicle, or if they are finished.

CLOSE_OR_CONT: "Would you like to renew another license plate? Press 1 for yes or 2 to continue this renewal transaction. **We had problems with this statement, if you have any suggestions feel free to share them.

If no, go to Label FINANCIAL_RESP

CONT: If yes, is this vehicle registered with the same social security number, press 1 for yes; press 2 for no.

To hear these options again, please press 4.

If number entered is 1, continue.

If number entered is 2, continue.

If number entered is 3, then go to label FINANCIAL_RESP.

**[REMOVE!!] We cannot determine a reason this option is here, if there is a reason that you can explain to us, please do.

If number entered is 4, then replay CLOSE_OR_CONT.

If number entered is 9, go to label TRANSFER_CONNECT.

Otherwise, repeat phrase CLOSE_OR_CONT up to 2 more times.

Increment the dollar totals, vehicle count, and save the vehicle information.

Go to the start of the vehicle information.

If the same social security number, go to the label PIN.

If a new social security number, go to the label LOGIN.

Label FINANCIAL_RESP (This should be read at the completion of the customers transaction(s)NOT after every license plate.)

Play the required minimum financial responsibility phrase.

This phrase will not allow touch tones to interrupt the message the first time that it is read.

FINANCE_RESP: "In Ohio, it is illegal to drive any motor vehicle without insurance or other financial responsibility coverage. "

RESP_ACCEPTANCE: "To acknowledge that you meet and understand the minimum financial responsibility requirements and accept the terms of this agreement, please press 1. If you do not meet these requirements or do not accept them, please press 2. To hear the details of this law again, please press 3."

If number entered is 1, then continue to TRANS_SETTLE.

If number entered is 2, go to label REGISTRAR_REFERRAL or call 1-866-868-0006 with questions.

If number entered is 3, go to label FINANCIAL_RESP.

If number entered is 9, go to label TRANSFER_CONNECT.

Otherwise, repeat phrase RESP_ACCEPTANCE up to 2 more times. Play the phrase "Please try again" on the 1st two attempts.

FINANCIAL_RESP (If number entered is 3):

"It is illegal for any motor vehicle owner to allow anyone else to drive the owner's vehicle without financial responsibility coverage.

At all times proof of coverage is required. Any driver or owner who fails to show proof of insurance or other coverage will:

- Lose his or her license for 90 days on the first offense, 1 year on the second offense and two years on additional offenses,

- Lose his or her license plates and vehicle registration having to pay reinstatement fees of \$75.00 first offense, \$250.00 second offense, and \$500.00 on any additional offenses and pay a \$50.00 penalty for any failure to surrender his or her driver's license, license plates, or registration;

- And then be required to maintain special financial responsibility coverage on file with the Bureau of Motor Vehicles for 5 years.

- Once this suspension is in effect, any driver or owner who violates this suspension will have his or her vehicle immobilized and his or her license plates confiscated for at least 30 days first offense and 60 days second offense.

- For third or subsequent offenses, the vehicle will be forfeited and sold and the person will not be permitted to register any motor vehicle in Ohio for 5 years.

- If you are involved in an accident without insurance or other financial responsibility coverage in addition to all the penalties listed above, you may have a security suspension for two years or more and a judgment suspension for seven years.”

Label TRANS_SETTLE

Read the totals for the system, and then collect and process the payment information.

TOTAL_CHARGE: “For the [Number of Vehicles] renewals that are being processed, the total charge is [Total Final Price]”

ACCEPT_COST: “To agree to pay this amount for plate renewal, press 1. To cancel this renewal process and to start over at the beginning, press 2. Or to hear the details of this renewal total, press 3.”

If number entered is 1, go to label PAYMENT_METHOD.

If number entered is 2, then reset all variables and go to label LOGIN.

If number entered is 3, then go to and play the phrase TOTAL_INFO.

If number entered is 9, go to label TRANSFER_CONNECT.

Otherwise, repeat phrase ACCEPT_COST up to 2 more times. Play the phrase “Please try again” on the 1st two attempts.

TOTAL_INFO: “The total charges are listed as follows: “

STATE_LICENSE_TOTAL: “State license tax of [State Tax Total]”

LOCAL_LICENSE_TOTAL: “Local/County license tax of [Local Tax Total]”

PLATE_PRICE_TOTAL: “Replacement plate fees of [Plate Price Total]”

LOGO_PRICE_TOTAL: “Logo plate fees of [Logo Price Total]”

PERSONALIZED_TOTAL: “Personalized plate fees of [Personalized Price Total]”

DEPUTY_TOTAL: “Service fees of [Registrar Total]”

POSTAGE_TOTAL: “Postage fees of [Postage Total]”

SOS_PRICE_TOTAL: “Save Our Sight donation amount of [SOS Total]”

TOTAL_FINAL_PRICE: “Equaling a total price for all vehicle renewals of [Total Final Price]”

Phrases will only be played if there is a corresponding charge.

After playing, go back to the phrase ACCEPT_COST.

Label PAYMENT_METHOD: “If you wish to pay by credit card/debit card, please press 1. If you wish to pay by electronic check, please press 2. To hear these options again, please press 3.”

If number entered is 1, go to label CREDITCARD_INTAKE.

If number entered is 2, go to label ELECTRONICCHECK_INTAKE.

If number entered is 3, then go to and play the phrase PAYMENT_METHOD.

Otherwise, repeat phrase PAYMENT_METHOD up to 2 more times.

Label CREDITCARD_INTAKE

Collect the credit card information and then process it with CyberCash/Verisign.

If the caller does not wait until successfully completing the CyberCash/Verisign transaction, then the records at the state will never be updated with the information.

TRANSACTION_WARNING: "This transaction is not completed until your confirmation number has been provided. Please do not hang up before this time or your renewals will not be processed."

CREDIT_CARD_NUM: "Please enter the credit card number to pay the renewal fees."

This number needs to be 15-16 digits in size. If so, continue.

If the number entered is 9, go to label TRANSFER_CONNECT.

Set the card type according to the first digit that is entered into the system.

3 = AMEX

4 = VISA

5 = MASTERCARD

6 = DISCOVER

CREDIT_CARD_DATE: "Please enter the expiration date of the credit card number using the two digit month and two digit year."

This should be a validated four-digit number. If so, continue to phrase COLLECT_ZIPCODE.

Validate that the month is between 01-12

Play the phrase CC_MONTH if necessary.

If the number entered has a length of 3, play the phrase CC_MONTH.

If the number entered is 9, go to label TRANSFER_CONNECT.

CC_MONTH: "Please make sure the number entered is a two-digit month followed by a two-digit year"

Go back to the phrase CREDIT_CARD_DATE.

COLLECT_ZIPCODE: "Please enter the cardholder's 5 digit zip-code"

This must be a 5 digit number.

If the number is valid, proceed to the phrase VERIFY_CC.

Otherwise, repeat phrase COLLECT_ZIPCODE up to two more times. Play the phrase "Please try again" after the 1st two attempts.

Note there is not a help option for this prompt.

VERIFY_CC: "You have entered credit card number [Credit Card Number] with an expiration date of [Month-Year] and a cardholder's zip code of [Zip Code] to pay for the total renewal fees of [Total Final Price]. If this is correct, press 1, otherwise press 2."

If the number entered is 1, continue.

If the number entered is 2, go to phrase CREDIT_CARD_NUM.

If the number entered is 9, go to label TRANSFER_CONNECT.

Otherwise, repeat phrase VERIFY_CC up to two more attempts. Play the phrase "Please try again" after the 1st two attempts.

Send the credit card to CyberCash/Verisign for verification purposes.

Before sending, write an audit record to the database.

If a successful acknowledgement is received, go to label CONFIRMATION.

If denial is received, then continue.

If nothing is received back, the transaction is automatically processed as a denial.

DENIED_CC: "We are sorry, the authorization for the card number entered has been denied. If you would like to try again with the same card or try another card, please press 1. If you would like to cancel the transaction press 2 or simply hang-up"

If number entered is 1, then go to phrase CREDIT_CARD_NUM.

If number entered is 2, then go to label GOODBYE.

If number entered is 9, then go to label TRANSFER_CONNECT.

Label ELECTRONICCHECK_INTAKE

Collect the electronic check information.

If the caller does not wait until successfully completing the transaction, then the records at the state will not be updated with the information.

TRANSACTION_WARNING: "This transaction is not completed until your confirmation number has been provided. Please do not hang up before this time or your renewals will not be processed."

ELECTRONICCHECK_ROUTINGNUM: "Please enter the 9-digit bank routing number. This number can be found in the lower left corner of one of your actual checks."

Validate against standard ABA routing rules and guidelines

If validation fails, go to label DENIED_ELECTRONICCHECK

If Validation is accepted, go to label ELECTRONICCHECK_ACCOUNTNUM

DENIED_ELECTRONICCHECK: "We are sorry, the routing information entered does not qualify as one of the accepted routing numbers. If you would like to try again, please press 1. If you know you are entering the correct number and the system is still not allowing you to continue, please press 9."

If number entered is 1, then go to phrase ELECTRONICCHECK_ROUTINGNUM.

If number entered is 9, then go to label TRANSFER_CONNECT.

ELECTRONICCHECK_ACCOUNTNUM: "Please enter your bank account number. This is the second set of numbers from the lower left corner of your check."

Once entered, go to label VERIFY_ELECTRONICCHECK.

VERIFY_ELECTRONICCHECK: "You have entered an electronic check bank routing number of [Routing Number] with an Account Number of [Account Number] to pay for the total renewal fees of [Total Final Price]. If this is correct, press 1, otherwise press 2."

If the number entered is 1, continue.

If the number entered is 2, go to phrase ELECTRONICCHECK_ROUTINGNUM.

If the number entered is 9, go to label ELECTRONICCHECK_HELP.

Otherwise, repeat phrase VERIFY_ELECTRONICCHECK up to two more attempts. Play the phrase "Please try again" after the 1st two attempts.

Write an audit record to the database, then go to label CONFIRMATION.

Label CONFIRMATION

Give the caller the confirmation number and mailing information.

The confirmation number will be a unique number that will be based on the year and the transaction number for that year. It will be known internally as the Draft Locator Number.

Update the State's system. Include the confirmation number.

If the system fails to update the state's system, then write the information to the SQL Server so that it will be batch updated.

Always write an audit record to the database at this time.

If the connection to the SQL Server is down, write to a Batch Retry file.

Set the Renewed Flag to TRUE in the list of license plates that are registered to the social security number processed.

SUCCESSFUL_TRANS: "Congratulations. Your registration, validation sticker and/or plates will be mailed out to you within 7 business days. If you have ordered a new plate, it will arrive separately from the registration and sticker. Please do not place the sticker on your old license plate—please wait for your new plates to arrive and affix the sticker to the new plate at that time."

CONFIRMATION_NUM: "For your records, the confirmation number is [Confirmation Number]"

REPLAY_CONFIRM: "To replay the confirmation number, please press 1. If you would like to make another transaction, press 2. Otherwise, press 3."

If number entered is 1, then go to phrase CONFIRMATION_NUM.

If number entered is 2, then reset all variables and go to label LOGIN.

If number entered is 3, go to label GOODBYE.

If number entered is 9, go to phrase TRANSFER_CONNECT.

Otherwise, repeat phrase REPLAY_CONFIRM up to 2 more times. Play the phrase "Please try again" the 1st two attempts.

Label REASON_CODES

Determine the reason(s) that the caller is ineligible.

Break the ineligibility reason(s) into the appropriate category and read the reason(s) to the caller.

Read the phrase FOLLOWING_REASON.

List the reason codes that cause the block to the caller. Do not repeat a category phrase even if there are multiple error codes occurring.

If ineligible due to bad check, play the phrase BAD_CHECK.

Error Code 12.

If ineligible due to traffic blocks, play the phrase TRAFFIC.

Error Codes 13, 15, 16, 17, 18, 19, 21, 22, 24, 25, 26.

If ineligible due to deter blocks, play the phrase DETER.

Error Code 14, 20.

If ineligible due to e-check, play the phrase E-CHECK.

Error Code 33.

If ineligible due to name or address change, play the phrase NAME_CHANGE.

Error Code 35.

If ineligible due to vehicle leased, play the phrase POWER_ATTORNEY.

Error Code 10.

If ineligible due to vehicle type, play the phrase VEHICLE_TYPE.

Error Code 36.

If ineligible due to plate type, play the phrase PLATE_TYPE.

Error Code 30.

If ineligible due to disability placards, play the phrase DISABILITY.

Error Code 37.

Read the phrase REPLAY_REASONS.

FOLLOWING_REASON: "We are sorry, but the automated system is not presently permitted to renew your license plates due to the following reasons:"

BAD_CHECK: "Our records indicate a bad check block on your registration. Please contact (614) 752-2084 for assistance."

TRAFFIC: "Our records indicate a block on your registration. Please contact (614) 752-7600 for assistance."

DETER: "Our records indicate that you have an outstanding parking citation. Please contact [municipality] by phone [phone number from PVB's]." **This is the same information currently provided on the website, the list is attached separately for reference.

E_CHECK: "Our records indicate that your vehicle requires an E-Check before your registration can be processed. Please allow 24 hours after your test before you attempt this process. For assistance, please contact E-Check at 1-800-227-8378 or the Bureau of Motor Vehicles at 1-866-868-0006 or Press 9."

NAME_CHANGE: "Our records indicate that a change in name, address, or vehicle information has occurred. Please visit your local deputy registrar for further assistance or call the Bureau of Motor Vehicles at 1-866-868-0006 or Press 9."

POWER_ATTORNEY: "Our records indicate that your vehicle is leased. We are unable to process your leased vehicle through the Automated License Plate Renewal System at this time. Please call 1-866-868-0006, or Press 9, to confirm if a Power of Attorney is needed"

VEHICLE_TYPE: "That vehicle requires a supporting document to obtain registration. We will not be able to process it through the Automated License Plate Renewal System. Please visit your local Deputy Registrar for assistance."

PLATE_TYPE: "That license plate must be renewed through the Bureau of Motor Vehicles only. For further assistance please call 1-800-589-8247."

DISABILITY: "That vehicle requires a supporting document to process a registration. Please visit you local Deputy Registrar or use the Mail Registration program."

REPLAY_REASONS: "To hear these reasons again, please press 1. Otherwise, please press 2."
If number entered is 1, then replay the list of reason codes followed by the phrase REPLAY_REASONS.
If number entered is 2, then determine if any vehicles need to be settled
If Number of Vehicles = 0, then go to label GOODBYE.
If Number of Vehicles > 1, then go to label CLOSE_OR_CONT.
If number entered is 9, go to label TRANSFER_CONNECT.
Otherwise, repeat phrase REPLAY_REASONS up to 2 more times before proceeding to label GOODBYE.

Label REGISTRAR_REFERRAL

Because of the caller's choices, the system will refer the caller to the nearest Deputy Registrar's office to complete the renewal process.

REGISTRAR_REFERRAL: "We are sorry, the system cannot process your request at the present time. Please proceed to the nearest Ohio Deputy Registrar's Office to complete this transaction."

Check to see if vehicles waiting to be settled.
If Number of Vehicles = 0, then go to label GOODBYE
If Number of Vehicles > 0, to label CLOSE_OR_CONT.

Label GOODBYE

Play the phrase and then hang-up call.

GOODBYE: "Thank you for using the Automated License Plate Renewal System. Goodbye."

End the Call.

Help/Info Detail

If at any point in the process, the customer enters a 9, they will be directed to a live BMV operator as shown in the process below.

Label TRANSFER_CONNECT: "You are being transferred to a Customer Service Representative with the Bureau of Motor Vehicles. There will be a period of silence while this transfer occurs. "A representative will assist you shortly. However, he or she cannot complete a transaction for you, in order to protect your privacy."

If at any time you wish to return to the State of Ohio's Automated License Plate Renewal System, press any key, or wait for the Customer Service Representative to hang up."

The person will now be connected to a live BMV operator, if available. Go to label TRANSFER_INCOMING_CUSTOMER

If the BMV Customer service representative hangs up the call, then go to label TRANSFER_CUSTOMER_DONE

At any time customer can hit a key. If this occurs, go to label TRANSFER_DISCONNECT, and return to process at exact point where 9 was selected.

If a BMV representative is unavailable, then go to label TRANSFER_NOT_AVAILABLE

Label TRANSFER_INCOMING_CUSTOMER: "You are now connected to a Customer Service Representative with the Bureau of Motor Vehicles. You may begin speaking at any time."

Label TRANSFER_CUSTOMER_DONE: "The customer using the State of Ohio's Automated License Plate Renewal System has terminated the phone call. You may now hang up the telephone."

Go to label TRANSFER_DISCONNECT, and return to process at exact point where 9 was selected.

Label TRANSFER_DISCONNECT: "You are being transferred back to the State of Ohio's Automated License Plate Renewal System. You may now continue your transaction from the point where you left off before contacting the Customer Service Representative."

Label TRANSFER_NOT AVAILABLE : "We are sorry, there are no Customer Service Representatives with the Bureau of Motor Vehicles currently available."

Return to process

Label SAVE_SIGHT_INFO

Play the phrase and then return.

SAVE_SIGHT_INFO: "The Save Our Sight Program is a charitable organization with a focus on early detection and prevention of vision problems in children. For additional information, please call 1-800-755-GROW."

Return to the label SAVE_SIGHT.

Supplement Six

Internet Web Page Screen Prints



Ohio's | ONLINE LICENSE PLATE RENEWAL SYSTEM

FAQ'S

LIVE HELP

Ted Strickland - Governor

RENEW YOUR VEHICLE REGISTRATION

REPLACE LOST/DAMAGED/STOLEN REGISTRATIONS OR PLATES

EXCHANGE YOUR PLATES ONLINE

CHECK YOUR REGISTRATION STATUS

ADDRESS CHANGE FOR YOUR VEHICLE REGISTRATION

SPECIAL PLATES AVAILABILITY CHECKING

LEASED VEHICLE OWNERS RENEW HERE

FLEET MANAGERS RENEW HERE

[Click here for the latest oplates.com news](#)
[Vehicle Registration Fee Chart](#)

[Find a Deputy Registrar in your county](#)
[Ohio EPA/ECheck Information](#)

Welcome to OPLATES.com, Ohio's online license plate renewal system. OPLATES.com allows you to renew one or more vehicles and/or select and purchase specialty plates offered through the Ohio Bureau of Motor Vehicles in minutes. This site also offers you the opportunity to change your address online with the BMV. This shows the BMV's continued pledge to provide high quality customer service to Ohio's citizens.

If you would like to be mailed a two-year renewal notice, please call 1-800-589-8247.

(En español, haga clic [aquí](#))



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welcome to
OPLATES.com

Ohio's | ONLINE LICENSE PLATE RENEWAL SYSTEM

FAQ's

LIVE HELP

Ted Woodland - Gov

If your registration is expired or will expire within the next 10 days, we suggest you renew at your Deputy Registrar. The confirmation provided at the end of your transaction is **NOT** authorization to operate your vehicle. You should receive your plates and/or registration in the mail within 10 business days of your transaction.

To register online, all of the following must be true:

- Your vehicle is currently registered in Ohio.
- Your plate is within 90 days of the expiration date or has not been expired for more than six months.
- You own your vehicle. (Commercial vehicles cannot be renewed online at this time.)
- Your registration matches the name, address and personal information listed on your renewal notice. If your address has changed or you would like your registration/sticker and/or plates mailed to an alternate address, please correct your address and/or county, and then return here to continue with your renewal.
- Your vehicle registration does not require additional documents to complete.
- You have a valid MasterCard, VISA, Discover, American Express or checking account.
- You know your license plate number of the plate you're renewing and the last four digits of your Social Security number.
- If your license plates are expired 6 months or more, you must renew at your local deputy registrar's office.

If you have a leased vehicle:

- You may be able to renew online at this time if your leasing company has signed up with the Bureau of Motor Vehicles for an electronic POA. If you begin your renewal process and you receive an error code, your leasing company may not be on file with us. Please check our current list of Leasing Companies. Please call them and tell them they may contact the BMV to get signed on with this new service.

If you live in an ECheck county:

- The Ohio Environmental Protection Agency's database updates the Bureau of Motor Vehicles registration records. If there are no problems, your vehicle registration record will update within 24 hours of being tested. If you are receiving ECheck error messages when attempting to renew online, please contact the Oplates Help Desk at 1-866-868-0006 or you may report any issue(s) online by clicking here.
- For more information regarding Ohio's ECheck, please visit Ohio EPA's Web site. You may also reach the EPA by calling 1-800-227-8378.

[Click Here to Begin](#)

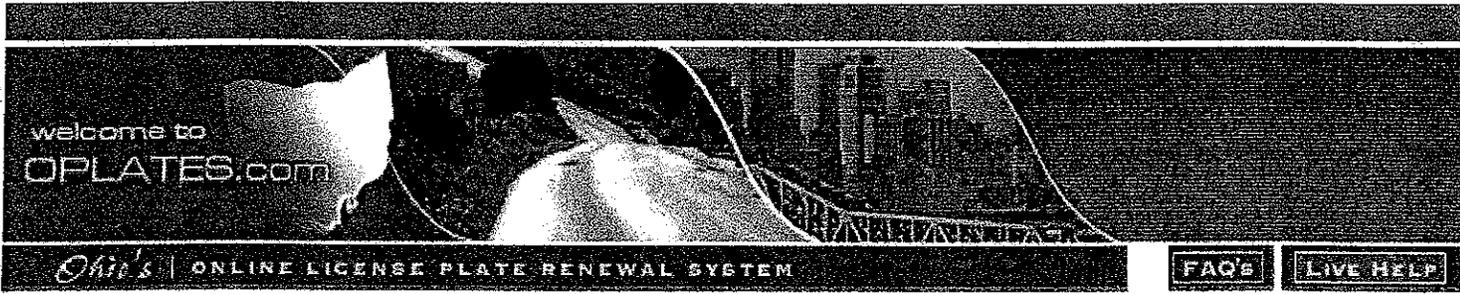
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Ted Washland - Gov

To renew your Ohio license plates, input your Plate Number (can be located on your Registration Renewal Notice) and the last 4 digits of your Social Security Number in the respective fields below.

Current Plate Number (Do Not Include Spaces)

██████████

Last 4 digits of Social Security Number

██████

PLEASE DO NOT CLICK THE "BACK" BUTTON DURING CHECKOUT!

Please use navigation buttons and links provided.

[Continue](#)



Please have your credit card or checking account information ready.

We accept Visa, MasterCard, Discover, American Express, and Electronic Checks.

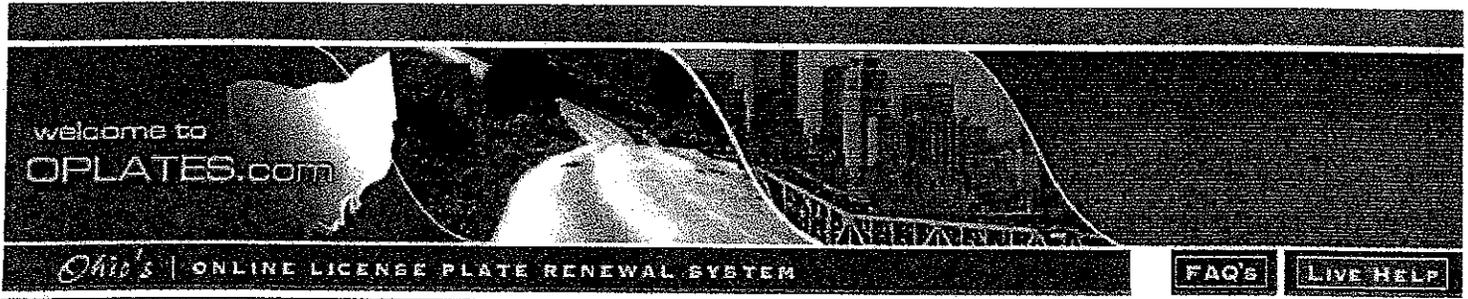
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Get Breakland - Go

Plate Being Renewed: [REDACTED]

Please answer (Y) Yes or (N) No to the following questions.

I need help with this screen

1. Is this your current address?

[REDACTED]

Y N [Help](#)

2. Is this vehicle covered by insurance (or other financial responsibility coverage)?

Y N [Help](#)

3. Please select one of the following Renewal options:

a. Renew my existing plates and receive my registration and validation sticker

a. [Help](#)

b. Renew and replace my existing plates and receive new plates, registration and validation sticker

b. [Help](#)

c. Purchase a New Special Plate and/or check availability of name combinations, or return to Stock Issue Plate

c. [Help](#)

4. Would you like to donate to the Save Our Sight Program? Answering YES will add \$1.00 to your charges.

Y N [Help](#)

5. Renewal length

a. I would like to purchase a renewal lasting one year

a.

b. I would like to purchase a renewal lasting two years

b. [Help](#)

For information about the 2 Year Renewal option [CLICK HERE](#)

The information requested below applies to all plates in this transaction.

(Optional): If you would like to receive future information via email, please enter your email address here:

Email:

Check this box to receive an email confirmation of your renewal:

Please add the following e-mail address to your computer

(info@oplates.com) to avoid blocking the confirmation e-mail from being delivered.

Check this box to receive a reminder email 90 days before your plates expire next year:

Notification: If you opt to be notified by email you will receive a renewal notice via email 90 days before your renewal is due. If you do not renew using the web site you will receive a renewal notice by mail 45 days before your renewal is due. If our system sees that you have already renewed your registration using the web site a renewal notice would not be sent by mail.

(Optional): Please provide a phone number in case we have to contact you:

(Area Code) Phone Number: ()

I declare under penalties of falsification that this application has been examined by me and to the best of my knowledge and belief it is a true and complete application.

Agree

Disagree

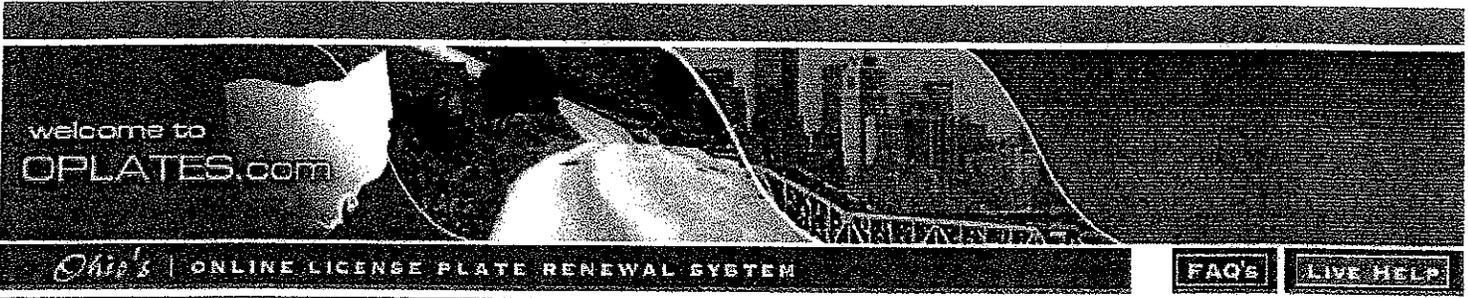
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Ted Stuckland - Gov

Question 1: Help

1. Is your current address on file with the BMV?

The Ohio Oplate Online Renewal Program will permit only renewals that do not have any changes.

If you have an address change, please make that change on the Address Change site, then begin your renewal process. For any changes other than Address, you must go to your Deputy Registrars Office.

Click here for [Ohio's Online Vehicle Registration Address Change Form](#)

[Close](#)

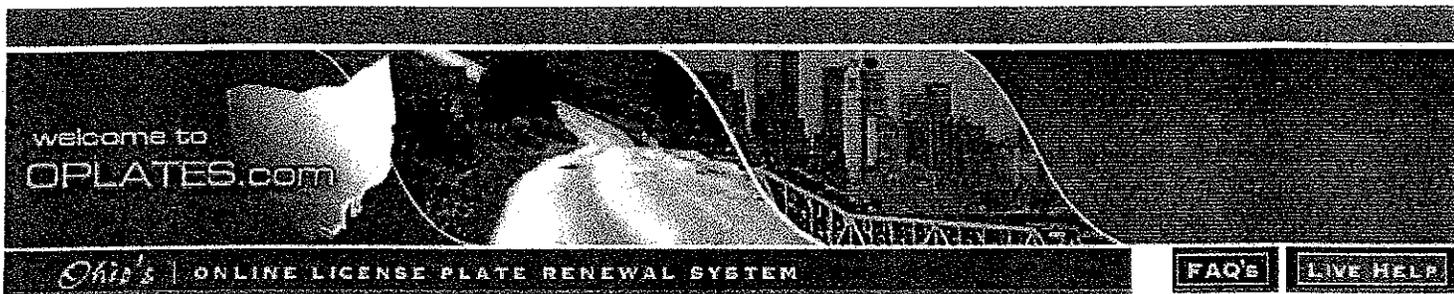
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Fred Cleveland - Boss

Question 2: Help

2. Is this vehicle covered by insurance (or other financial responsibility coverage)?

In Ohio, it is illegal to drive any motor vehicle without insurance or other financial responsibility proof (FR Proof). It is also illegal for any motor vehicle owner to allow anyone else to drive the owner's vehicle without FR Proof. The Bureau of Motor Vehicles is required by law to have your signature or electronic signature on the Financial Responsibility Statement. If you answer No to this question, your transaction will be terminated.

[Close](#)

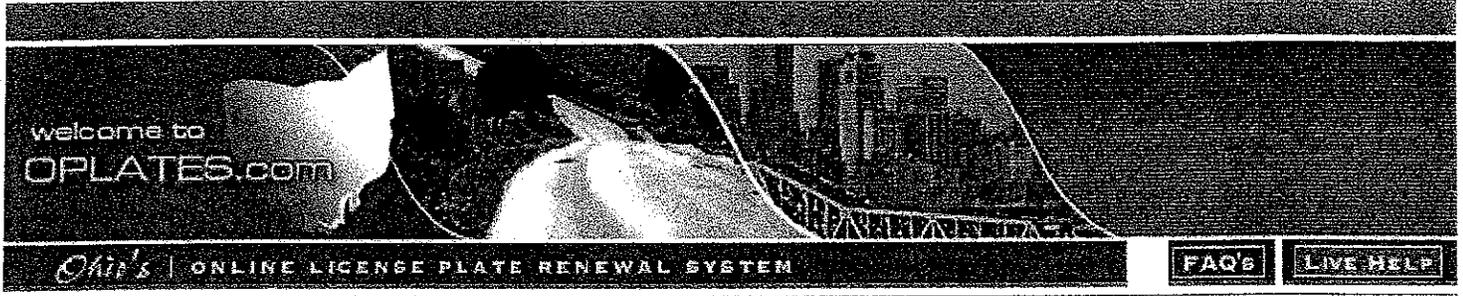
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Bob Swelland - Coss

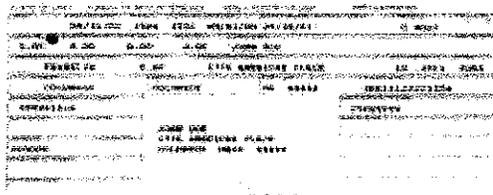
Question 3. Option a: Help

3. Please select one of the following Renewal options:

a. Renew my existing plates and receive my registration and validation sticker.

If you select option 3a; you will receive a new registration card and validation sticker only. A sample is shown below.

Sample Vehicle Registration Card



Sample Validation Sticker



Close

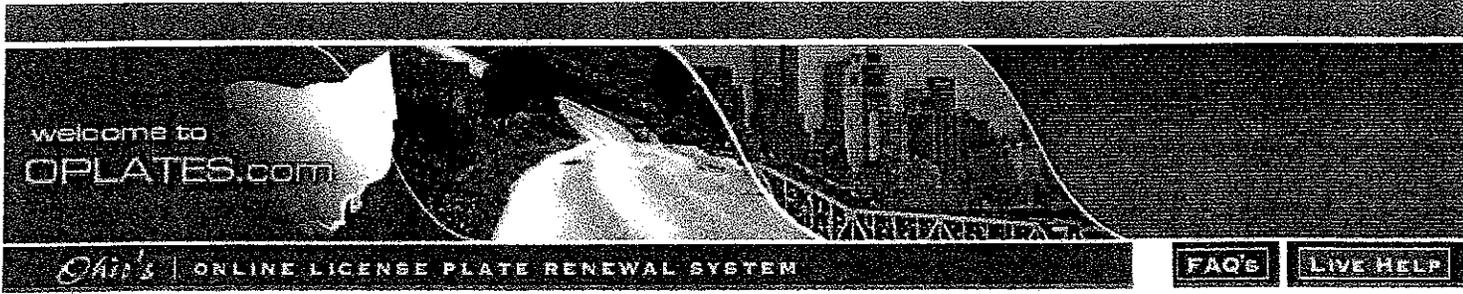
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Fred Shankland - Boss

Question 3. Option b: Help

3. Please select one of the following Renewal options:

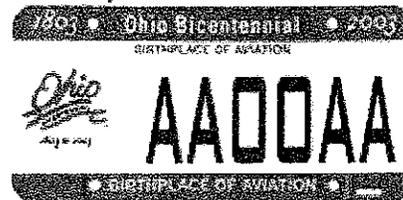
b. Renew and replace my existing plates and receive new plates, registration and validation sticker.

If you select option 3b; You will receive a new registration card, validation sticker, county identification sticker and new plates. If you are renewing a stock plate, you will be assigned a new plate number, as shown below. If you are renewing a personalized plate, you will receive the same plate number. A sample stock plate is shown below:

In Need of Replacement



New Replacement Plate



Close

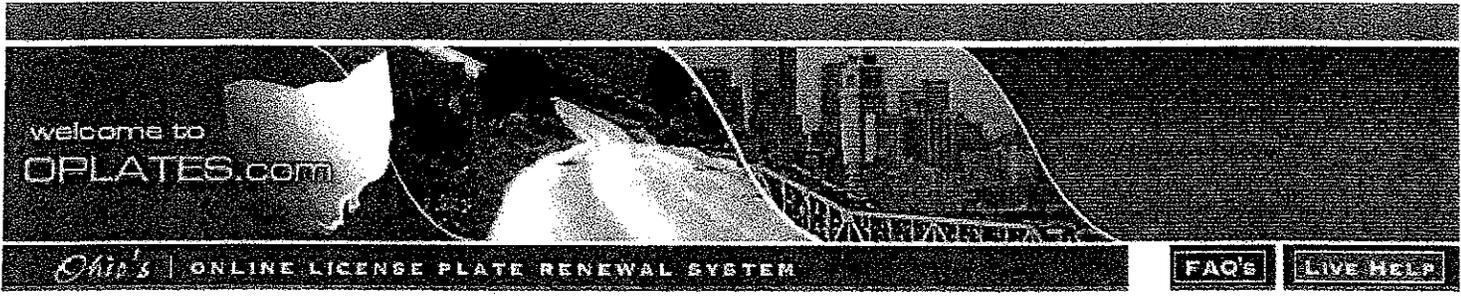
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Fred Stuchland - Case

Question 3. Option c: Help

3. Please select one of the following Renewal options:

c. Renew with the purchase of a new Standard, Logo, Reserve or Personalized plate.

If you select option 3c; You will receive a new registration card, validation sticker, county identification sticker and a new Standard, Logo, Reserve or Personalized plate. You will have the option of having the Bureau of Motor Vehicles assign you a plate number, or you can check the availability of a name for a personalized plate. A sample is shown below:

Example of Personalized Standard Plate



Example of Personalized Logo Plate



Close

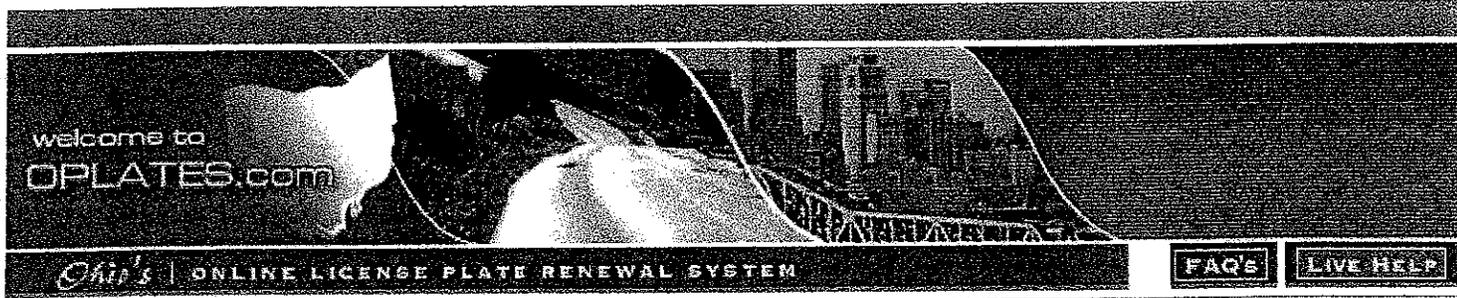
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Save Our Sight - Save

Question 4: Help

- 4. Would you like to donate to the Save Our Sight Program. Answering YES will add \$1.00 to your charges.

The focus of the Save Our Sight Program is early detection and prevention of vision problems in children. Children with clear vision have the best chance of learning and growing into successful adults.

The Save Our Sight Program provides for:

- Training, certification and equipping of vision screeners;
- Provision of protective eyewear for youth sports and school activities;
- Development and provision of eye health and safety programs in schools,
- Development and implementation of an Amblyopia (lazy eye) Registry.

If you want to donate \$1.00 to this program, answer Yes.

[Close](#)

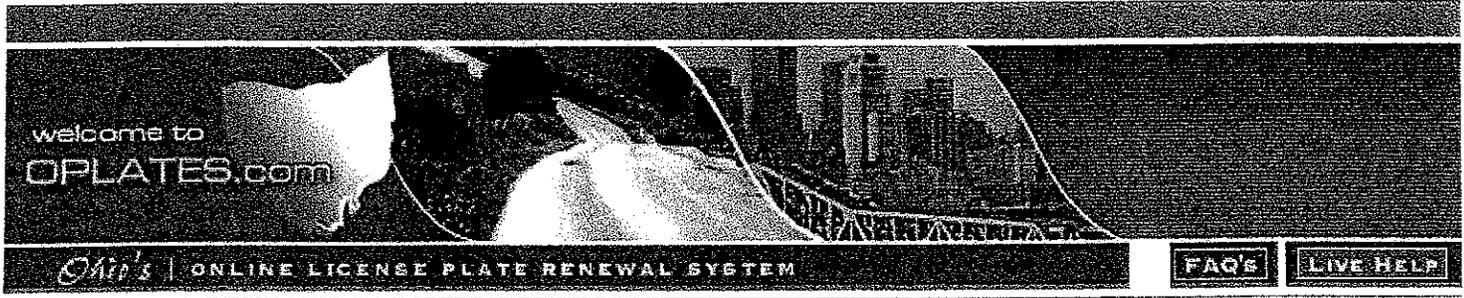
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Find Us Online - Close

Question 5. Option b: Help

5. Renewal length

b. I would like to purchase a renewal lasting two years.

If you select option 5b; Your renewal will be for 2 years instead of one.

House Bill 87, effective January 1, 2004, allowed for biennial registration. If a motorist wishes to participate in the biennial registration, he or she will need to pay the registration fee for both years. The motorist will also pay a \$5.25 (\$3.50 1st year and \$1.75 2nd year) deputy registrar fee. Also, the motorist will pay two years worth of permissive taxes, based on the most recent fee chart (Fee = 2 times renewal fees). Once an individual pays for biennial registration, there will be no refund. For example (but not limited to), if the vehicle is sold before the second year begins, the owner will not receive a refund.

[Close](#)

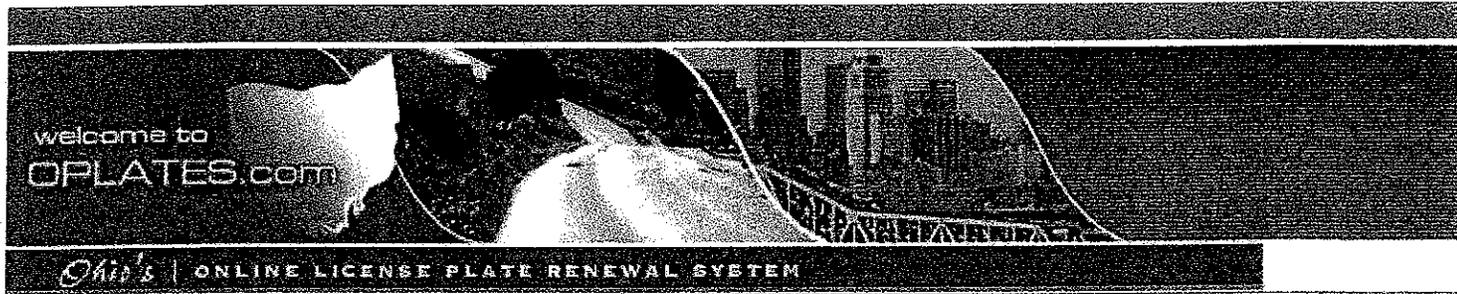
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Fred Workland - Ohio

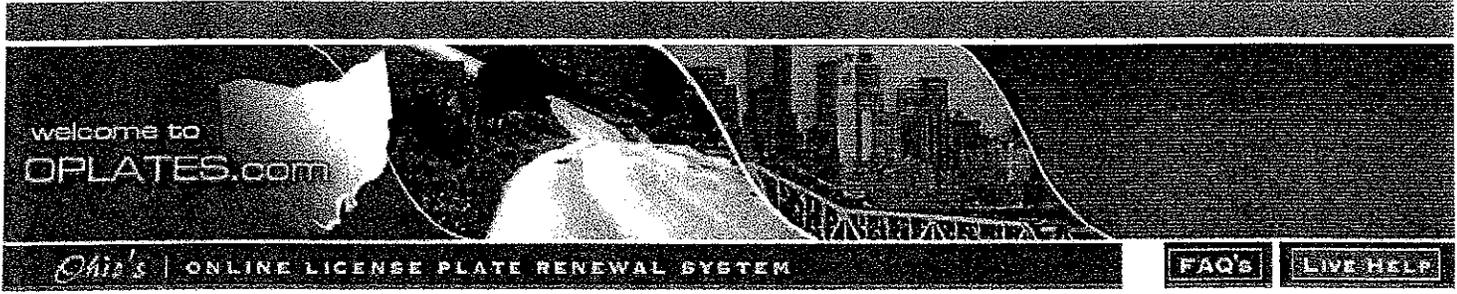
To return to oplates

[Click Here](#)

Browse Topics	Search	Ask	Help
Topic: Biennial Registration			
Select a Question:			
1) What is Biennial Registration? 2) Why wasn't I offered the option to renew for two years (biennially)?			
			Language: <input type="text" value="Español"/> <input type="button" value="Go"/>

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[FAQ'S](#)
[LIVE HELP](#)
Bob Wickland - Esc

Vehicle Information

Plate# [REDACTED]
 Renewed as: [REDACTED]
 Renewal selected: Sticker only

PLATE CAT PC	PLATE# [REDACTED]
PLATE TYPE	MAKE [REDACTED]
VEH TYPE SW	YEAR 1994
VIN [REDACTED]	PURCHASE DATE 03/09/2006
REG. WILL	RENEWAL WILL
EXPIRE 05/13/2008	EXPIRE 05/13/2009
TAX DISTRICT 2504	DISTRICT NAME COLUMBUS
COUNTY FRANKLIN	

Please Select one of the following:

You have renewed all plates selected in the wizard. If you would like to renew other vehicles, click here.

[Renew Another Plate](#)

If you wish to be done and pay for your renewals, click Continue below.

[Continue](#)

This is not the plate you want to renew

[Cancel](#)

If you wish to exit this process click exit

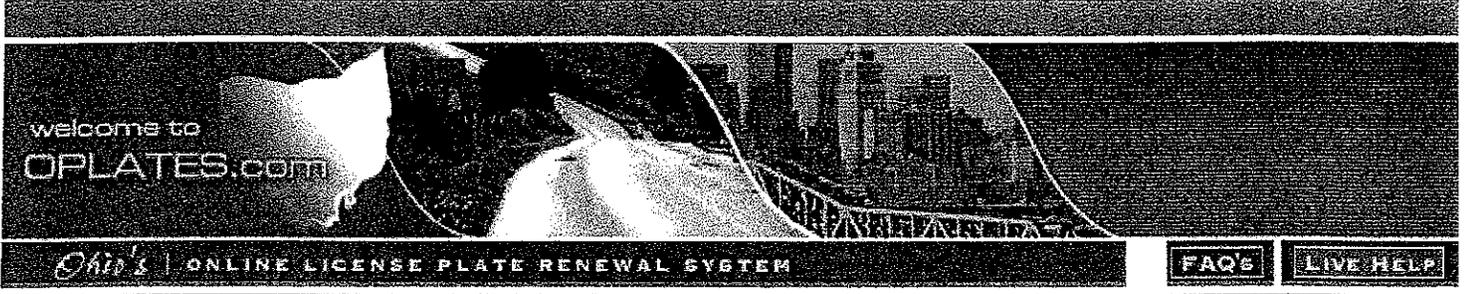
[Exit](#)

[Return to Homepage](#)



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Ted Wickland - Boss

Your renewal fees are listed below

- Click **Continue** to enter in payment information.
- To remove one or more renewals, check the box next to the renewal(s) you would like to remove, and click **Remove Checked Items**.
- Also, if you still have any plates you would like to renew in this transaction, click **Renew Another Plate**.
- If you wish to cancel this process please click **Cancel**.

PLEASE NOTE: All personalized or initial license plates are **subject to approval**. If you are applying for a personalized or initial license plate it may appear to be approved when ordering, however, each plate must be approved by a committee before it is issued. Ohio Revised Code section 4503.10(E) grants the Registrar of the Bureau of Motor Vehicles the authority to revoke license plates that were issued fraudulently or in error.

Renewals	Renewal Fee	Remove
Plate #: ██████████	Special Plate Fee: \$0.00	<input type="checkbox"/>
Renewed as: ██████████	State License Fee: \$31.00	
Renewal selected: Sticker only	Local/County Tax: \$20.00	
	Logo Price: \$0.00	
	Service Fee: \$3.50	
	Postage: \$0.35	
	SOS Donation: \$1.00	
	TOTAL: \$55.85	

Total to be charged: \$55.85

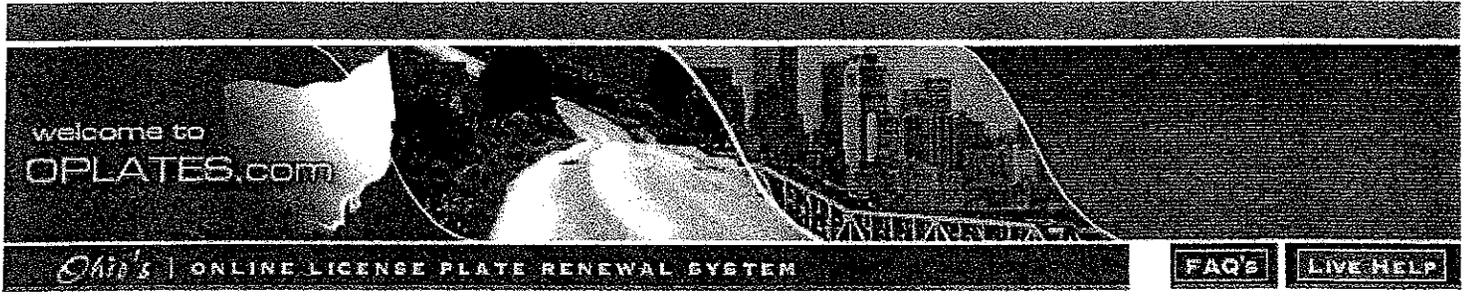
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Top: Mainland - Close

Select the payment method you would like to use.

- Credit/Debit Card (VISA, MasterCard, Discover, American Express)
- Electronic Check (deduct this from your checking account)

[Continue](#)

[Cancel](#)

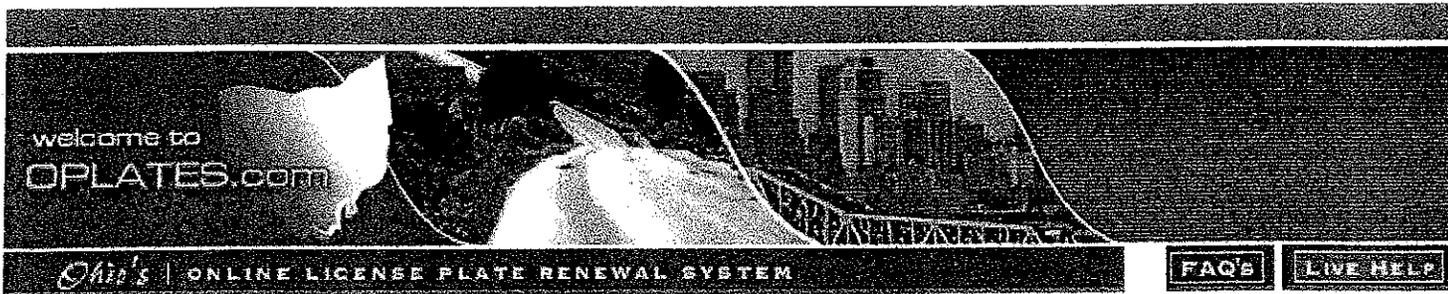
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Tim Woodland - Ohio

Credit/Debit Card Information

Credit/Debit Card Transactions

Note: The requested address on this page is the billing address for your credit/debit card. The address entered here does not affect the address on your vehicle registration. No corrections to your vehicle registration can be made at this point. If you have corrections that need to be made, please cancel your online transaction and proceed to make your corrections before attempting to renew online.

Fields in bold and marked with an asterisk (*) are required fields.
You will not be able to continue without completing these fields.

* Credit/Debit card number:

* Type of credit/debit card: Visa MasterCard Discover American Express

* Expiration date: /

CARD HOLDER'S NAME EXACTLY AS IT APPEARS ON CARD

* First name:

Middle initial/name: (Use M.I. only if it appears on card)

* Last name:

BILLING ADDRESS

* Address 1:

Address 2:

* City:

State:

* ZIP:

Cardholder authorizes the State of Ohio to bill their credit/debit card account (number referenced above) for the amount of the transaction indicated on the previous page and agrees to perform the obligations set forth in the Cardholder's agreement with the Card Issuer.

*Possession of this confirmation page does not act as a valid registration. If your registration is expired or will expire within the next week, we suggest you renew at your deputy registrar.

Once you perform an online transaction you will not be able to perform the same

transaction at a local Deputy Registrar Office.

All refunds for online transactions will be credited back to your account. No transfers of money will be permitted.

All personalized plates are subject to approval before being manufactured.

Press "Continue" only once. Please allow up to 60 seconds for your transaction to be processed. If you experience any problems, please call 1-866-868-0006.

Continue This will complete your transaction, after clicking this button your transaction cannot be stopped.

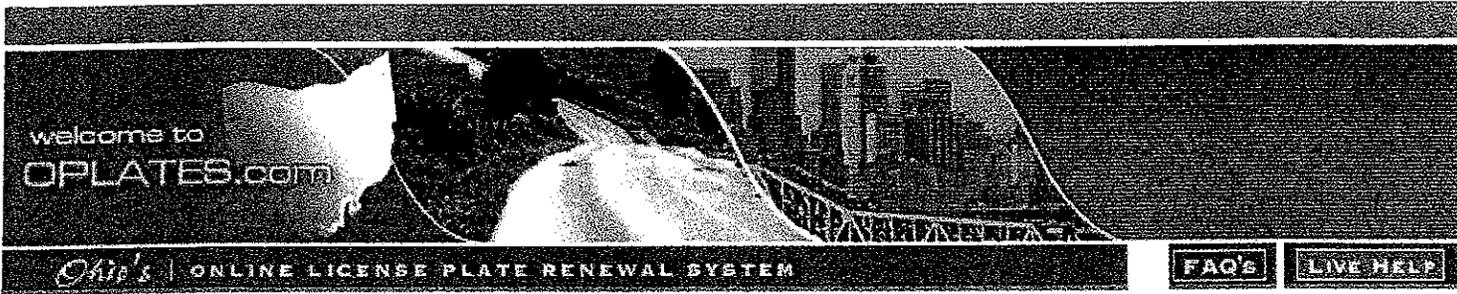
Cancel



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Fred Woodland - Ohio

Electronic Check Information

Electronic Check Transactions

Note: You cannot change the shipping address for any transactions renewed via this website. To change the address associated with a license you may visit a Bureau of Motor Vehicles location in person or [click here](#).

Sample Check (Required Information circled in red)

Check Number

John Doe Jane Doe 1234 Main Street Anywhere, US 55555-5555	Date _____	0123
Pay to the Order of _____	\$ _____	
	_____ Dollars	
For _____		
123456789*	1234567893210*	0123

Routing Number

Account Number

- If you have a Joint Account, please use the first name listed.
- Your checking account number **should NOT** include the 4-digit check number that usually appears on your check either before or after the checking account number.
- Enter your checking account number exactly as it appears on your check, including leading zeroes.
- **Do NOT** include dashes or spaces.

Fields in bold and marked with an asterisk (*) are required fields. You will not be able to continue without completing these fields.

* Routing Number:

* Account Number:

* Re-Type Routing Number:

* Re-Type Account Number:

CHECKING ACCOUNT HOLDER'S NAME EXACTLY AS IT APPEARS ON CHECK

* First name:

Middle initial/name: (Use M.I. only if it appears on check)

* Last name:

CHECKING ACCOUNT HOLDER'S ADDRESS EXACTLY AS IT APPEARS ON CHECK OR CHECKING ACCOUNT STATEMENT

* Address 1:

Address 2:

* City:

State:

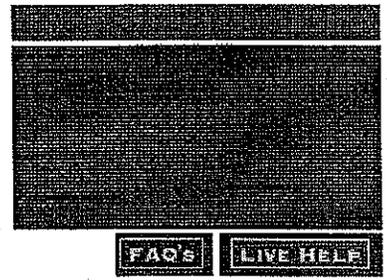
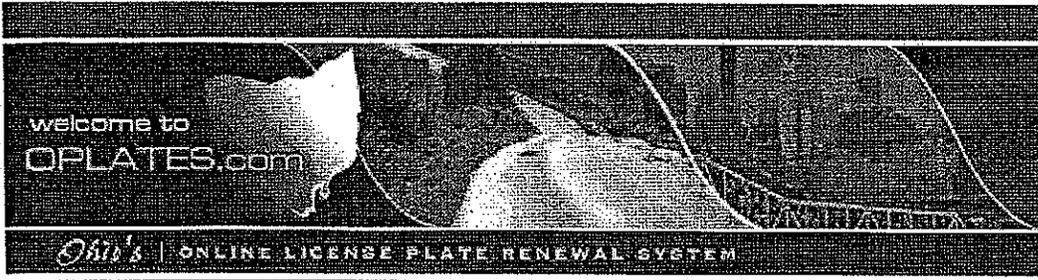
* ZIP:

This will complete your transaction, after clicking this button your transaction cannot be stopped.



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Ted Strickland - Governor

Please select one of the following reasons for your Plate Replacement.

- My license plate has been Damaged.
- My license plate has been Lost.
- My license plate has been Stolen.
- Gold or Bicentennial Metal.

By choosing this option you verify the reason for replacement is a true and accurate statement.

- Yes
- No

*REPLACEMENT
PLATE
REASON'S*



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Supplement Seven

OPLATES.com Reports

oplates.com

Steps Summary Report - Live Database

Report Date: 5/8/2008 9:03:33 AM

Date Range: 5/1/2008

To: 5/8/2008

Originator: All Types

View Report

Steps Detail ReportMain Menu

	Date	Originator	Step	Successful?	Count
1	05/08/2008	Website	1) Login	No	7
2	05/08/2008	Website	1) Login	Yes	1,026
3	05/08/2008	Website	2) Questions	No	31
4	05/08/2008	Website	2) Questions	Yes	24
5	05/08/2008	Website	3) Advanced Renewal	Yes	145
6	05/08/2008	Website	4) Verify registration	Yes	7
7	05/08/2008	Website	6) Enter credit card	Yes	9
8	05/08/2008	Website	7) Verify credit card	Yes	3
9	05/08/2008	Website	8) Completion	Yes	235
10	05/08/2008	IVR	1) Login	No	6
11	05/08/2008	IVR	2) Plate selection	No	85
12	05/08/2008	IVR	2) Plate selection	Yes	1
13	05/08/2008	IVR	3) Questions	No	1
14	05/08/2008	IVR	4) Verify selections	Yes	1
15	05/08/2008	IVR	5) Collecting credit card	No	1
16	05/08/2008	IVR	7) Completion	Yes	10
17	05/07/2008	Website	1) Login	No	100
18	05/07/2008	Website	1) Login	Yes	1,831
19	05/07/2008	Website	2) Questions	No	195
20	05/07/2008	Website	2) Questions	Yes	124

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oplates.com

Steps Detail Report - Live Database

Report Date: 9/11/2008 11:32:46 AM

Date Range: 9/1/2008

To: 9/11/2008

Originator: All Types

View Report

[Steps](#)
[Summary](#)
[Report](#)

[Main Menu](#)

	Date	Originator	Step	Successful?	Message
1	9/11/2008 11:32:46 AM	Website	3) Advanced Renewal	Yes	Plate Lookup Wizard 2
2	9/11/2008 11:32:45 AM	Website	2) Questions	Yes	Question Page
3	9/11/2008 11:32:45 AM	Website	1) Login	Yes	Set ID
4	9/11/2008 11:32:44 AM	Website	3) Advanced Renewal	Yes	Plate Lookup Wizard 2
5	9/11/2008 11:32:39 AM	Website	4) Verify registration	Yes	Vehicle Info Page
6	9/11/2008 11:32:37 AM	Website	3) Advanced Renewal	Yes	Plate Lookup Wizard 2
7	9/11/2008 11:32:34 AM	Website	3) Advanced Renewal	Yes	Plate Lookup Wizard 2
8	9/11/2008 11:32:33 AM	Website	1) Login	Yes	Set ID
9	9/11/2008 11:32:28 AM	Website	8) Completion	Yes	Credit Card Success Page
10	9/11/2008 11:32:27 AM	Website	8) Completion	Yes	Credit Card Success Page
11	9/11/2008 11:32:23 AM	Website	4) Verify registration	Yes	Vehicle Info Action Page
12	9/11/2008 11:32:20 AM	Website	3) Advanced Renewal	Yes	Plate Lookup Wizard 3
13	9/11/2008 11:32:11 AM	IVR	2) Plate selection	Yes	Plate selected
14	9/11/2008 11:32:06 AM	Website	2) Questions	Yes	Question Page
15	9/11/2008 11:32:04 AM	Website	1) Login	Yes	Plate Status Login Action Page
16	9/11/2008 11:31:57 AM	Website	2) Questions	Yes	Question Page
17	9/11/2008 11:31:56 AM	Website	1) Login	Yes	Set ID
18	9/11/2008 11:31:50 AM	IVR	2) Plate selection	Yes	Plate selected
19	9/11/2008 11:31:33 AM	IVR	1) Login	No	
20	9/11/2008 11:31:32 AM	IVR	1) Login	Yes	Successful SSN Collection

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State Error Code Report - Live Database

Report Date: 5/8/2008 9:06:10 AM

Date Range: To: Sort:

Show Codes:

Show Calls:

[Main](#)
[Menu](#)

Errors Reported

Error Number [?]	Total [?]	Total % [?]	Relative Graph [?]
9	1083	31.23%	
1	750	21.63%	
33	336	9.69%	
29	324	9.34%	
59	188	5.42%	
35	173	4.99%	
28	121	3.49%	
95	113	3.26%	
27	96	2.77%	
36	58	1.67%	
2	41	1.18%	
87	36	1.04%	
24	17	0.49%	
7	16	0.46%	
79	12	0.35%	
94	11	0.32%	
13	11	0.32%	
48	10	0.29%	
46	10	0.29%	
99	9	0.26%	
14	9	0.26%	
31	8	0.23%	
12	7	0.20%	
37	6	0.17%	
55	5	0.14%	
25	4	0.12%	

26	4	0.12%
83	3	0.09%
86	1	0.03%
97	1	0.03%
74	1	0.03%
47	1	0.03%
34	1	0.03%
15	1	0.03%
38	1	0.03%

Error Number Total Total % Relative Graph

Distinct errors: 35
 Total errors: 3468
 Average error frequency: 99.09

Errors Types Reported

Error Type ?	Total ?	Total % ?	Relative Graph ?
Renewal initial lookup	3281	94.61%	
Renewal personalized lookup	181	5.22%	
Renewal manufacture	3	0.09%	
Renewal PlateLookupWizardFinal.asp	2	0.06%	
Replacement manufacture	1	0.03%	

Error Type Total Total % Relative Graph

oplates.com

County Activity Summary Report - Live Database

Report Date: 5/8/2008 9:10:07 AM

Date Range: 4/8/2008

To: 5/8/2008

Originator: All Types

View Report

[Activity Summary Report](#)[Activity Detail Report](#)[Search Activity Detail](#)[Main Menu](#)[Printable Report](#)

	County	Originator	Count	Amount
1	FRANKLIN	Website	10,622	675,317.02
2	CUYAHOGA	Website	7,016	431,113.26
3	HAMILTON	Website	6,108	387,862.08
4	MONTGOMERY	Website	4,250	266,187.95
5	BUTLER	Website	3,139	198,345.66
6	SUMMIT	Website	3,029	182,174.68
7	LUCAS	Website	2,682	164,824.93
8	STARK	Website	2,598	151,252.79
9	WARREN	Website	2,437	149,489.42
10	DELAWARE	Website	2,416	143,986.61
11	CLERMONT	Website	1,928	120,161.54
12	GREENE	Website	1,694	107,953.67
13	LICKING	Website	1,502	78,808.96
14	LAKE	Website	1,496	92,060.73
15	LORAIN	Website	1,447	75,967.67
16	FAIRFIELD	Website	1,305	78,613.49
17	MEDINA	Website	1,260	71,779.53
18	TRUMBULL	Website	1,135	50,185.02
19	MAHONING	Website	1,039	60,813.96
20	WOOD	Website	975	56,339.17

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Total Counties: 175 Total Amount: 4,766,477.45

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Basket Count Summary Report - Live Database

Report Date: 5/8/2008 9:10:45 AM

Date Range: 4/8/2008

To: 5/8/2008

Originator: All Types

[View Report](#)

[Activity Summary Report](#)

[Activity Detail Report](#)

[Search Activity Detail](#)

[Main Menu](#)

[Printable Report](#)

	Originator	Basket Items	Number Of Users
1	Website	1	37,014
2	IVR	1	2,567
3	Website	2	11,070
4	IVR	2	617
5	Website	3	3,418
6	IVR	3	195
7	IVR	4	54
8	Website	4	1,111
9	Website	5	411
10	IVR	5	20
11	Website	6	126
12	IVR	6	4
13	IVR	7	1
14	Website	7	43
15	Website	8	15
16	Website	9	4
17	Website	10	3
18	Website	12	1

oplates.com

Activity Summary Report - Live Database

Report Date: 5/8/2008 9:12:18 AM

Date:
 Range: To:

Originator: Payment:

County Activity Summary Report

[Activity Detail Report](#)

[Search Activity Detail](#)

[Main Menu](#)

[Printable Report](#)

	Transaction Date	Originator	Count	Amount
1	04/30/2008	Website	1,810	153,313.86
2	04/30/2008	IVR	110	7,949.21
3	04/29/2008	Website	1,690	145,775.12
4	04/29/2008	IVR	111	9,351.30
5	04/28/2008	Website	2,097	177,086.68
6	04/28/2008	IVR	175	14,641.94
7	04/27/2008	Website	1,659	139,984.07
8	04/27/2008	IVR	61	3,950.12
9	04/26/2008	Website	1,769	149,345.49
10	04/26/2008	IVR	92	7,128.32
11	04/25/2008	Website	1,662	138,235.94
12	04/25/2008	IVR	142	10,698.00
13	04/24/2008	Website	1,515	122,948.16
14	04/24/2008	IVR	133	9,691.27
15	04/23/2008	Website	1,598	133,638.68
16	04/23/2008	IVR	98	6,852.81
17	04/22/2008	Website	1,782	146,571.96
18	04/22/2008	IVR	134	9,375.23
19	04/21/2008	Website	2,177	180,719.76
20	04/21/2008	IVR	143	11,681.45

Go to page: [First](#) [Page 1](#) [2](#) [3](#) [Last Page](#)

Total Batches: 60 **Total Amount: 4,637,539.60**

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Activity Detail Report - Live Database

Report Date: 9/11/2008 11:37:13 AM

Date Range: 9/7/2008

To: 9/11/2008

Originator: All Types

Payment: All Types

[View Report](#)

[Activity Summary Report](#)

[Search Activity Detail](#)

[Main Menu](#)

[Printable Report](#)

Note: The Public's Confirmation Number is referred to as Draft Locator.

	Transaction Date	Originator	Status	Account Number	Auth Number	Draft Locator	Last Name	Amount
1	9/11/2008 11:36:55 AM	Website	Authorized	XXXX-XXXX-XXXX-XXXX	287327	20081180790	[REDACTED]	177.61
2	9/11/2008 11:36:25 AM	Website	Authorized	XXXX-XXXX-XXXX-XXXX	287070	20081180789	[REDACTED]	44.86
3	9/11/2008 11:36:05 AM	Website	Authorized	XXXX-XXXX-XXXX-XXXX		20081180788	[REDACTED]	99.72
4	9/11/2008 11:35:49 AM	IVR	Authorized	XXXX-XXXX-XXXX-XXXX	08532B	20081180787	[REDACTED]	54.86
5	9/11/2008 11:35:34 AM	Website	Authorized	XXXX-XXXX-XXXX-XXXX	03551B	20081180786	[REDACTED]	54.86
6	9/11/2008 11:34:50 AM	Website	Authorized	XXXX-XXXX-XXXX-XXXX	01114B	20081180785	[REDACTED]	122.48
7	9/11/2008 11:34:21 AM	Website	Authorized	XXXX-XXXX-XXXX-XXXX	004624	20081180784	[REDACTED]	55.86
8	9/11/2008 11:33:45 AM	Website	Authorized	XXXX-XXXX-XXXX-XXXX	65882B	20081180783	[REDACTED]	99.72
9	9/11/2008 11:32:21 AM	Website	Authorized	XXXX-XXXX-XXXX-XXXX	184573	20081180782	[REDACTED]	49.86
10	9/11/2008 11:32:19 AM	Website	Authorized	XXXX-XXXX-XXXX-XXXX	03517B	20081180781	[REDACTED]	169.72
11	9/11/2008 11:31:22 AM	Website	Authorized	XXXX-XXXX-XXXX-XXXX	574518	20081180780	[REDACTED]	49.86
12	9/11/2008 11:31:07 AM	Website	Authorized	XXXX-XXXX-XXXX-XXXX	03513B	20081180779	[REDACTED]	95.72
13	9/11/2008 11:31:04 AM	Website	Authorized	XXXX-XXXX-XXXX-XXXX	011115	20081180778	[REDACTED]	44.86
14	9/11/2008 11:30:58 AM	Website	Authorized	XXXX-XXXX-XXXX-XXXX	170990	20081180777	[REDACTED]	283.30
15	9/11/2008 11:26:56 AM	Website	Authorized	XXXX-XXXX-XXXX-XXXX	00549B	20081180776	[REDACTED]	55.86
16	9/11/2008 11:25:45 AM	IVR	Authorized	XXXX-XXXX-XXXX-XXXX	3DS20Z	20081180775	[REDACTED]	114.72
17	9/11/2008 11:25:13 AM	Website	Authorized	XXXX-XXXX-XXXX-XXXX		20081180774	[REDACTED]	39.86
18	9/11/2008 11:25:02 AM	Website	Authorized	XXXX-XXXX-XXXX-XXXX		20081180773	[REDACTED]	94.72
19	9/11/2008 11:24:56 AM	Website	Authorized	XXXX-XXXX-XXXX-XXXX	082411	20081180772	[REDACTED]	58.86
20	9/11/2008 11:24:25 AM	Website	Authorized	XXXX-XXXX-XXXX-XXXX	01114A	20081180771	[REDACTED]	84.72

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Total Transactions: 7,791 Total Amount: 639,397.74

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Plate Summary Report - Live Database

Report Date: 5/8/2008 9:13:23 AM

Date Range: 4/1/2008 To: 4/30/2008

Originator: All Types

Language: All Languages

Payment: All Types

Renewal Types: All Types

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Originator	Renewal Type	Count	Amount
1 Website	Renewal	71,613	4,151,092.55
2 Website	Replacement	925	64,314.11
3 Website	Advanced	2,101	174,247.93
4 Website	Repl. Registration Card	253	1,227.05
5 Website	Repl. Sticker	222	1,076.70
6 Website	Repl. Plate With Sticker	125	1,099.57
7 IVR	Renewal	4,469	245,392.15
8 IVR	Replacement	77	5,303.10
Total Plates: 79,785		Total Amount: 4,643,753.16	

Plate Detail Report



Report Date: 9/11/2008 11:43:30 AM

Date Range: 9/11/2008 To: 9/11/2008

Originator: All Types

Payment: All Types

Language: All Languages

Renewal Types: All Types

View Report

Plate Summary Report

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Printable Report

Note: The Public's Confirmation Number is referred to as Draft Locator.

Transaction Date	Originator	Draft Locator	Type	Plate Number	Renewed As	Plate Status	Renewal Fee	SOS Fee
1 9/11/2008 11:43:00 AM	Website	20081180803	Renewal	[REDACTED]	[REDACTED]	Accepted	89.86	0.00
2 9/11/2008 11:42:45 AM	Website	20081180802	Renewal	[REDACTED]	[REDACTED]	Accepted	49.86	0.00
3 9/11/2008 11:42:45 AM	Website	20081180802	Renewal	[REDACTED]	[REDACTED]	Accepted	84.86	0.00
4 9/11/2008 11:42:20 AM	Website	20081180801	Renewal	[REDACTED]	[REDACTED]	Accepted	54.86	0.00
5 9/11/2008 11:42:04 AM	Website	20081180800	Renewal	[REDACTED]	[REDACTED]	Accepted	39.86	0.00
6 9/11/2008 11:41:27 AM	Website	20081180799	Renewal	[REDACTED]	[REDACTED]	Accepted	177.61	0.00
7 9/11/2008 11:40:23 AM	Website	20081180798	Renewal	[REDACTED]	[REDACTED]	Accepted	54.86	0.00
8 9/11/2008 11:40:13 AM	Website	20081180797	Renewal	[REDACTED]	[REDACTED]	Accepted	54.86	0.00
9 9/11/2008 11:40:13 AM	Website	20081180797	Renewal	[REDACTED]	[REDACTED]	Accepted	54.86	0.00
10 9/11/2008 11:40:13 AM	Website	20081180797	Renewal	[REDACTED]	[REDACTED]	Accepted	54.86	0.00
11 9/11/2008 11:40:12 AM	Website	20081180796	Renewal	[REDACTED]	[REDACTED]	Accepted	44.86	0.00
12 9/11/2008 11:40:12 AM	Website	20081180796	Renewal	[REDACTED]	[REDACTED]	Accepted	44.86	0.00
13 9/11/2008 11:39:52 AM	Website	20081180795	Renewal	[REDACTED]	[REDACTED]	Accepted	49.86	0.00
14 9/11/2008 11:39:52 AM	Website	20081180795	Renewal	[REDACTED]	[REDACTED]	Accepted	54.86	0.00
15 9/11/2008 11:39:52 AM	Website	20081180795	Renewal	[REDACTED]	[REDACTED]	Accepted	48.86	0.00
16 9/11/2008 11:39:52 AM	Website	20081180795	Renewal	[REDACTED]	[REDACTED]	Accepted	58.86	0.00
17 9/11/2008 11:39:52 AM	Website	20081180795	Renewal	[REDACTED]	[REDACTED]	Accepted	48.86	0.00
18 9/11/2008 11:39:52 AM	Website	20081180795	Renewal	[REDACTED]	[REDACTED]	Accepted	89.86	0.00
19 9/11/2008 11:39:24 AM	Website	20081180794	Renewal	[REDACTED]	[REDACTED]	Accepted	54.86	0.00
20 9/11/2008 11:39:01 AM	Website	20081180793	Renewal	[REDACTED]	[REDACTED]	Accepted	54.86	0.00

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Plate Detail Report

Total Plates: 847 Total Amount: 50,749.98

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Plate Error Detail Report - Live Database

Report Date: 5/8/2008 9:17:29 AM

Date Range: From: 3/1/2008 To: 5/8/2008

Originator: All Types **Payment:** All Types [View Report](#)

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Note: The Public's Confirmation Number is referred to as Draft Locator.					
Transaction Date	Originator	Draft Locator	Plate Number	Plate Status	Order Status
1 5/3/2008 11:36:18 AM	Website	20080943035	[REDACTED]	(3) Rejected	(4) Settled
2 4/3/2008 8:37:05 AM	Website	20080886744	[REDACTED]	(3) Rejected	(4) Settled
3 4/3/2008 8:18:36 AM	Website	20080886704	[REDACTED]	(3) Rejected	(4) Settled
4 4/3/2008 8:18:36 AM	Website	20080886704	[REDACTED]	(3) Rejected	(4) Settled
5 3/30/2008 1:21:17 AM	Website	20080878206	[REDACTED]	(3) Rejected	(4) Settled
6 3/29/2008 2:02:47 PM	Website	20080877393	[REDACTED]	(3) Rejected	(4) Settled
7 3/4/2008 2:57:16 PM	Website	20080830932	[REDACTED]	(3) Rejected	(1) Submitted
8 3/1/2008 3:37:16 PM	Website	20080823923	[REDACTED]	(3) Rejected	(4) Settled

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Error Summary Report - Live Database

Report Date: 5/8/2008 9:18:04 AM

Date Range: 4/7/2008 To: 5/7/2008 Originator: All Types

Payment: All Types Order Status: All Types [View Report](#)[Error Detail Report](#)[Search Activity Detail](#)[Main Menu](#)

	Date	Originator	Count	CC	Error Code
1	05/07/2008	Website	1		
2	05/07/2008	Website	5	12	
3	05/07/2008	Website	2	23	
4	05/07/2008	IVR	1	12	
5	05/07/2008	IVR	1	23	
6	05/06/2008	Website	4		
7	05/06/2008	Website	3	12	
8	05/06/2008	IVR	4	12	
9	05/05/2008	Website	1		
10	05/05/2008	Website	6	12	
11	05/05/2008	Website	1	23	
12	05/05/2008	IVR	1		
13	05/05/2008	IVR	1	12	
14	05/05/2008	IVR	1	23	
15	05/03/2008	Website	1	CR-0008	
16	05/03/2008	Website	5	GW-0060	
17	05/03/2008	IVR	2	CR-0008	
18	05/02/2008	Website	3	CR-0008	
19	05/02/2008	Website	1	GW-0056	
20	05/02/2008	Website	6	GW-0060	

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 Error Detail Report - Live Database

Report Date: 9/11/2008 11:51:01 AM

Date Range: To: Originator: Payment: Order Status:

Error Summary Report

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	Date	Originator	Status	CC	Error Code	CC Error Description	Name
1	5/8/2008 11:25:27 PM	Website	Rejected				[REDACTED]
2	5/8/2008 10:17:52 PM	Website	Rejected	12		Declined	[REDACTED]
3	5/8/2008 7:14:46 PM	Website	Rejected	12		Declined	[REDACTED]
4	5/8/2008 9:32:29 AM	Website	Rejected	12		Declined	[REDACTED]
5	5/8/2008 8:37:33 AM	Website	Rejected	12		Declined	[REDACTED]
6	5/7/2008 11:11:55 PM	Website	Rejected	23		Invalid account number	[REDACTED]
7	5/7/2008 9:48:30 PM	Website	Rejected	12		Declined	[REDACTED]
8	5/7/2008 4:37:07 PM	IVR	Rejected	12		Declined	[REDACTED]
9	5/7/2008 4:12:47 PM	Website	Rejected	12		Declined	[REDACTED]
10	5/7/2008 2:20:52 PM	Website	Rejected	12		Declined	[REDACTED]
11	5/7/2008 1:32:31 PM	Website	Rejected	12		Declined	[REDACTED]
12	5/7/2008 12:39:22 PM	IVR	Rejected	23		Invalid account number	[REDACTED]
13	5/7/2008 9:53:57 AM	Website	Rejected	12		Declined	[REDACTED]
14	5/7/2008 8:29:47 AM	Website	Rejected	23		Invalid account number	[REDACTED]
15	5/7/2008 4:44:49 AM	Website	Rejected				[REDACTED]
16	5/6/2008 5:26:29 PM	Website	Rejected				[REDACTED]
17	5/6/2008 5:17:12 PM	IVR	Rejected	12		Declined	[REDACTED]
18	5/6/2008 4:55:36 PM	IVR	Rejected	12		Declined	[REDACTED]
19	5/6/2008 4:48:13 PM	IVR	Rejected	12		Declined	[REDACTED]
20	5/6/2008 2:39:29 PM	Website	Rejected	12		Declined	[REDACTED]

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Retry Orders Report - Live Database

Report Date: 5/8/2008 9:21:29 AM

[Activity Summary Report](#)

[Error Summary Report](#)

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No records found.

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Transaction Notes Report - Live Database

Report Date: 5/8/2008 9:22:26 AM

Date Range: 5/1/2008 To: 5/8/2008 [View Report](#)[Activity
Summary
Report](#)[Search
Activity
Detail](#)[Main Menu](#)[Printable
Report](#)

Note: The Public's Confirmation Number is referred to as Draft Locator.

Note	Date	User	Note	Draft Locator	Status	Amount
1	5/7/2008 11:14:40 AM	awade	PER E-MAIL FROM ██████████ DATED 5/1/2008 FOR PLATE # ██████████ CANCEL PER CUSTOMER	20080946334	Settled	-4.85
2	5/7/2008 11:12:56 AM	awade	PER E-MAIL FROM ██████████ DATED 5/5/2008 FOR PLATE # ██████████ CUSTOMER RENEW VIA MAIL ALSO.	20080940518	Settled	-54.85
3	5/7/2008 11:10:42 AM	awade	PER E-MAIL FROM ██████████ DATED 5/1/2008 FOR PLATE # ██████████ CANCEL PER CUSTOMER	20080933673	Settled	-79.11
4	5/7/2008 11:08:22 AM	awade	Per Oplates Credit Refund Report dated 5/07/2008 for plate # ██████████ PLATE NO. IS FROM REPORT	20080720350	Settled	-48.75
5	5/7/2008 11:06:16 AM	awade	Per Oplates Credit Refund Report dated 5/07/2008 for plate # ██████████	20080900346	Settled	-102.00
6	5/7/2008 11:05:21 AM	awade	Per Oplates Credit Refund Report dated 5/07/2008 for plate # ██████████	20080858512	Settled	-51.00
7	5/7/2008 11:04:32 AM	awade	Per Oplates Credit Refund Report dated 5/07/2008 for plate # ██████████	20080910170	Settled	-51.00
8	5/7/2008 11:03:39 AM	awade	Per Oplates Credit Refund Report dated 5/07/2008 for plate # ██████████	20080910170	Settled	-51.00
9	5/7/2008 11:02:53 AM	awade	Per Oplates Credit Refund Report dated 5/07/2008 for plate # ██████████	20080755597	Settled	-51.00
10	5/7/2008 11:02:05 AM	awade	Per Oplates Credit Refund Report dated 5/07/2008 for plate #	20080910947	Settled	-44.11

11	5/7/2008 11:01:22 AM	awade	Per Oplates Credit Refund Report dated 5/07/2008 for plate #	20080814758	Settled	-36.00
12	5/7/2008 11:00:36 AM	awade	Per Oplates Credit Refund Report dated 5/07/2008 for plate #	20080866111	Settled	-35.00
13	5/7/2008 10:59:27 AM	awade	Per Oplates Credit Refund Report dated 5/07/2008 for plate #	20080913866	Settled	-79.11
14	5/7/2008 10:58:41 AM	awade	Per Oplates Credit Refund Report dated 5/07/2008 for plate #	20080919786	Settled	-90.11
15	5/7/2008 10:57:49 AM	awade	Per Oplates Credit Refund Report dated 5/07/2008 for plate #	20080873794	Settled	-51.00
16	5/7/2008 10:57:11 AM	awade	Per Oplates Credit Refund Report dated 5/07/2008 for plate #	20080823107	Settled	-51.00
17	5/7/2008 10:56:04 AM	awade	Per Oplates Credit Refund Report dated 5/07/2008 for plate #	20080708053	Settled	-46.00
18	5/7/2008 10:55:18 AM	awade	Per Oplates Credit Refund Report dated 5/07/2008 for plate #	20080925750	Settled	-74.85
19	5/7/2008 10:54:08 AM	awade	Per Oplates Credit Refund Report dated 5/07/2008 for plate #	20080847007	Settled	-41.00
20	5/7/2008 10:53:08 AM	awade	Per Oplates Credit Refund Report dated 5/07/2008 for plate #	20080894887	Settled	-86.48

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Search Activity Detail - Live Database

Report Date: 9/11/2008 11:53:22 AM

Date Range: To: Originator:

Field: Search For:

[Activity Summary Report](#)

[Error Summary Report](#)

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[Printable Report](#)

Note: The Public's Confirmation Number is referred to as Draft Locator.

	Date	Originator	Status	Account Number	Draft Locator	Last Name	Amount
1	5/8/2008 11:59:47 PM	Website	Settled	XXXX-XXXX-XXXX-XXXX	20080954707	[REDACTED]	54.85
2	5/8/2008 11:58:25 PM	Website	Settled	XXXX-XXXX-XXXX-XXXX	20080954706	[REDACTED]	80.85
3	5/8/2008 11:52:18 PM	Website	Settled	XXXX-XXXX-XXXX-XXXX	20080954705	[REDACTED]	54.85
4	5/8/2008 11:50:17 PM	Website	Settled	XXXX-XXXX-XXXX-XXXX	20080954704	[REDACTED]	92.70
5	5/8/2008 11:46:22 PM	Website	Settled	XXXX-XXXX-XXXX-XXXX	20080954703	[REDACTED]	54.85
6	5/8/2008 11:46:20 PM	Website	Settled	XXXX-XXXX-XXXX-XXXX	20080954702	[REDACTED]	39.85
7	5/8/2008 11:46:20 PM	Website	Settled	XXXX-XXXX-XXXX-XXXX	20080954701	[REDACTED]	109.70
8	5/8/2008 11:43:56 PM	Website	Settled	XXXX-XXXX-XXXX-XXXX	20080954700	[REDACTED]	146.70
9	5/8/2008 11:43:35 PM	Website	Settled	XXXX-XXXX-XXXX-XXXX	20080954699	[REDACTED]	55.85
10	5/8/2008 11:43:07 PM	Website	Settled	XXXX-XXXX-XXXX-XXXX	20080954698	[REDACTED]	109.70
11	5/8/2008 11:40:01 PM	Website	Settled	XXXX-XXXX-XXXX-XXXX	20080954697	[REDACTED]	54.85
12	5/8/2008 11:39:39 PM	Website	Settled	XXXX-XXXX-XXXX-XXXX	20080954696	[REDACTED]	49.85
13	5/8/2008 11:33:23 PM	Website	Settled	XXXX-XXXX-XXXX-XXXX	20080954695	[REDACTED]	134.70
14	5/8/2008 11:30:35 PM	Website	Settled	XXXX-XXXX-XXXX-XXXX	20080954694	[REDACTED]	54.85
15	5/8/2008 11:29:01 PM	Website	Settled	XXXX-XXXX-XXXX-XXXX	20080954693	[REDACTED]	119.55
16	5/8/2008 11:27:43 PM	Website	Settled	XXXX-XXXX-XXXX-XXXX	20080954692	[REDACTED]	87.60
17	5/8/2008 11:26:44 PM	Website	Settled	XXXX-XXXX-XXXX-XXXX	20080954691	[REDACTED]	54.85
18	5/8/2008 11:25:27 PM	Website	Rejected	XXXX-XXXX-XXXX-XXXX	20080954690	[REDACTED]	0.00
19	5/8/2008 11:20:28 PM	Website	Settled	XXXX-XXXX-XXXX-XXXX	20080954689	[REDACTED]	49.85
20	5/8/2008 11:18:58 PM	Website	Settled	XXXX-XXXX-XXXX-XXXX	20080954688	[REDACTED]	54.85

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Survey Answers Report - Live Database

Report Date: 5/8/2008 9:29:12 AM

Date Range: 4/8/2008 To: 5/8/2008 [View Report](#)

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[Report](#)

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[Report](#)

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1. When performing online transactions, how important are the following traits:

	1 Very Important	2 Somewhat Important	3 Not Important
A. User friendly system	97.97%	1.97%	0.06%
B. System is helpful	92.42%	7.37%	0.21%
C. System efficiency	95.61%	4.27%	0.12%
D. Quick service	94.12%	5.66%	0.22%

2. Please rate the overall service (Choose one number for each trait.)

	1 Excellent	2 Good	3 Fair	4 Poor
A. User friendly system	91.01%	8.10%	0.65%	0.24%
B. System is helpful	86.79%	11.57%	1.33%	0.31%
C. System efficiency	90.83%	7.89%	0.91%	0.36%
D. Quick service	92.94%	6.23%	0.57%	0.26%

3. Did you find this service to be convenient? (Choose one)

	A. Very convenient	B. Somewhat convenient	C. Inconvenient
	97.92%	1.79%	0.29%

4. Would you use Oplates to renew again?

	A. Yes	B. No	C. Undecided
	98.84%	0.23%	0.93%

5. Would you recommend the Oplates Service to others?

	A. Yes	B. No	C. Maybe
	98.34%	0.34%	1.31%

6. Were enough instructions provided to use the service?

	A. Yes	B. No
	98.10%	1.90%

7. Do you think an available BMV customer service operator would be helpful during registration?

	A. Yes	B. No	C. Undecided
	19.49%	42.97%	37.54%

8. Where did you use the Oplates service?

A. Home	B. Work	C. Library	D. Other
82.65%	15.90%	0.21%	1.24%

9. Where did you learn about Oplates?

A. Newspaper	B. BMV Renewal Insert	C. Friend	D. Public Service Annmnt.
0.21%	83.87%	2.91%	0.59%

10. Which of the following services would you use for future transactions? (Choose one number for service)

	1 Very Willing	2 Somewhat Willing	3 Would Not Use	4 Undecided
A. Mail-in registration	21.57%	53.52%	21.29%	3.63%
B. Telephone registration	11.66%	39.29%	43.60%	5.44%
C. Internet registration	97.45%	1.80%	0.35%	0.39%
D. Local deputy registrars	15.36%	53.90%	25.74%	5.00%
E. Renewal notice via email	61.20%	25.64%	8.53%	4.63%

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Chart Survey Answers Report - Live Database

Report Date: 5/8/2008 9:29:56 AM

Date Range: 4/8/2008

To: 5/8/2008

Question: Question 1A

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[Survey Comments Report](#)

[Transaction Times Report](#)

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1. When performing online transactions, how important are the following traits:

A. User friendly system

1 Very Important	97.97%	
2 Somewhat Important	1.97%	
3 Not Important	0.06%	

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Survey Comments Report - Live Database

Report Date: 5/8/2008 9:42:49 AM

Date Range: 5/1/2008

To: 5/8/2008

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	Survey Date	Email	Plate	Comments
1	5/8/2008 9:33:59 AM	██████████@msn.com	██████████	
2	5/8/2008 9:14:37 AM	██████████@woh.rr.com	██████████	
3	5/8/2008 9:07:16 AM	██████████@peoplepc.com	██████████	
4	5/8/2008 8:54:01 AM			Like this option. Don't have to pay more postage, wait in line, or risk being served by unhappy, overworked clerks at deputy registrars.
5	5/8/2008 8:52:37 AM	██████████@aol.com	██████████	I have been using OPLATES since it's inception and have found it to be user friendly with a couple exceptions. Most recently, however, I became distressed when I realized my wife's plates needed to be renewed and we had not received a renewal notice in the mail. When I went to the web site I was denied renewal. A call to ██████████ and explaining to her the problem, it was determined that some deputy registrar had somehow allowed my wife's plate ██████████ (held for 22 years) to be reassigned to someone else? How can your system allow this? Anyway, within 24 hours the problem was remedied and I was able to renew her tags, which expire on 5/14. I had hoped to get some new plates with a different logo on it, but I guess the system wouldn't allow it because of the time

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Transaction Times Report - Live Database

Report Date: 5/8/2008 9:55:39 AM

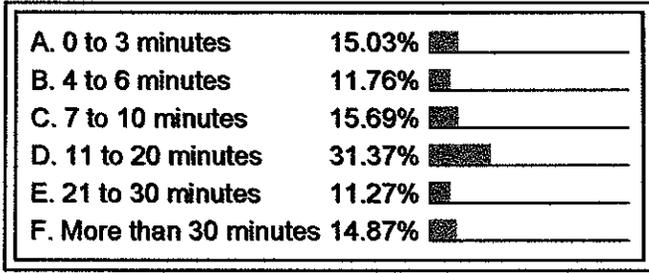
Date Range:

To:

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[Survey Comments Report](#)

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Refund Audit Report - Live Database

Report Date: 5/8/2008 9:56:22 AM

Date Range: 5/1/2008 To: 5/8/2008

Originator: All Types User ID: All Users

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Note: The Public's Confirmation Number is referred to as Draft Locator.

	Transaction Date	Originator	User ID	Status	Account Number	Auth Number
1	5/7/2008 11:15:01 AM	Website	awade	Settled	XXXX-XXXX-XXXX-XXXX	
2	5/7/2008 11:13:17 AM	Website	awade	Settled	XXXX-XXXX-XXXX-XXXX	
3	5/7/2008 11:11:03 AM	Website	awade	Settled	XXXX-XXXX-XXXX-XXXX	
4	5/7/2008 11:08:43 AM	IVR	awade	Settled	XXXX-XXXX-XXXX-XXXX	
5	5/7/2008 11:06:37 AM	IVR	awade	Settled	XXXX-XXXX-XXXX-XXXX	
6	5/7/2008 11:05:43 AM	IVR	awade	Settled	XXXX-XXXX-XXXX-XXXX	
7	5/7/2008 11:04:54 AM	Website	awade	Settled	XXXX-XXXX-XXXX-XXXX	
8	5/7/2008 11:04:01 AM	Website	awade	Settled	XXXX-XXXX-XXXX-XXXX	
9	5/7/2008 11:03:15 AM	Website	awade	Settled	XXXX-XXXX-XXXX-XXXX	
10	5/7/2008 11:02:28 AM	Website	awade	Settled	XXXX-XXXX-XXXX-XXXX	
11	5/7/2008 11:01:44 AM	Website	awade	Settled	XXXX-XXXX-XXXX-XXXX	
12	5/7/2008 11:00:59 AM	Website	awade	Settled	XXXX-XXXX-XXXX-XXXX	
13	5/7/2008 10:59:48 AM	Website	awade	Settled	XXXX-XXXX-XXXX-XXXX	
14	5/7/2008 10:59:05 AM	Website	awade	Settled	XXXX-XXXX-XXXX-XXXX	
15	5/7/2008 10:58:13 AM	Website	awade	Settled	XXXX-XXXX-XXXX-XXXX	
16	5/7/2008 10:57:35 AM	Website	awade	Settled	XXXX-XXXX-XXXX-XXXX	
17	5/7/2008 10:56:28 AM	Website	awade	Settled	XXXX-XXXX-XXXX-XXXX	
18	5/7/2008 10:55:42 AM	Website	awade	Settled	XXXX-XXXX-XXXX-XXXX	
19	5/7/2008 10:54:32 AM	Website	awade	Settled	XXXX-XXXX-XXXX-XXXX	
20	5/7/2008 10:53:32 AM	Website	awade	Settled	XXXX-XXXX-XXXX-XXXX	

Go to page: [First Page](#) [1](#) [2](#) [Last Page](#)

Total Transactions: 29	Total Amount: -1,560.33
------------------------	-------------------------

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News Categories - Live Database

[Category List](#)

Add A News Category

[Main Menu](#)

Title:

Display Order:

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News Categories - Live Database

Add A News Category

Main Menu

	Category Name	Display Order
<u>1</u>	NEW LICENSE PLATES	1
<u>2</u>	NEW REQUIREMENT	2
<u>3</u>	MISC. HOW-TO	3

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News Items - Live Database

<u>Add A News Item</u>	<u>Title</u>	<u>Start Date</u>	<u>End Date</u>	<u>Remove Date</u>	<u>Active</u>	<u>Date Added</u>
<u>Main Menu</u>	<u>1</u> <u>Vehicle Color Option</u>	<u>8/8/2006</u>	<u>7/30/2007</u>	<u>10/8/2006</u>	<u>Yes</u>	<u>8/8/2006 1:27:30 PM</u>
	<u>2</u> <u>Fish Lake Erie</u>	<u>8/8/2006</u>	<u>12/31/2006</u>	<u>12/31/2006</u>	<u>Yes</u>	<u>8/8/2006 1:54:49 PM</u>
	<u>3</u> <u>Personalized to Standard Plate ...</u>	<u>8/8/2006</u>	<u>7/30/2007</u>	<u>7/30/2007</u>	<u>Yes</u>	<u>8/8/2006 2:02:17 PM</u>
	<u>4</u> <u>Increase in Postage Fee</u>	<u>5/17/2007</u>	<u>8/17/2007</u>	<u>8/17/2007</u>	<u>Yes</u>	<u>5/17/2007 1:44:18 PM</u>
	<u>5</u> <u>Columbus Blue Jackets License ...</u>	<u>5/30/2007</u>	<u>8/30/2007</u>	<u>9/1/2007</u>	<u>Yes</u>	<u>5/30/2007 8:25:00 AM</u>
	<u>6</u> <u>The Ohio State Parks License P...</u>	<u>6/27/2007</u>	<u>9/30/2007</u>	<u>9/30/2007</u>	<u>Yes</u>	<u>6/27/2007 9:50:34 AM</u>
	<u>7</u> <u>The University of Toledo is up ...</u>	<u>8/2/2007</u>	<u>11/1/2007</u>	<u>11/1/2007</u>	<u>Yes</u>	<u>8/2/2007 10:20:29 AM</u>
	<u>8</u> <u>OHIO CATTLEMEN'S ASSOCIATION</u>	<u>12/20/2007</u>	<u>3/19/2008</u>	<u>3/20/2008</u>	<u>Yes</u>	<u>12/20/2007 7:54:10 AM</u>
	<u>9</u> <u>OHIO CHOOSE LIFE</u>	<u>3/12/2008</u>	<u>6/12/2008</u>	<u>6/12/2008</u>	<u>Yes</u>	<u>3/13/2008 8:46:04 AM</u>
	<u>10</u> <u>OHIO CIVIL AIR PATROL</u>	<u>3/31/2008</u>	<u>7/1/2008</u>	<u>7/1/2008</u>	<u>Yes</u>	<u>3/31/2008 9:31:08 AM</u>
	<u>11</u> <u>Gold Star Family Plates</u>	<u>4/25/2008</u>	<u>7/24/2008</u>	<u>7/24/2008</u>	<u>Yes</u>	<u>4/25/2008 7:35:58 AM</u>

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News Items - Live Database

[File](#)
[Upload](#)

Add A News Item

[Main](#)
[Menu](#)

Display Start Date: (format: mm/dd/yyyy)

Display End Date: (format: mm/dd/yyyy)

- News Categories:**
- NEW LICENSE PLATES
 - NEW REQUIREMENT
 - MISC. HOW-TO

Title:

News Text:

Remove Date: (format: mm/dd/yyyy)

Active:

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Steps Detail Report - Live Database

Report Date: 9/11/2008 11:32:46 AM

Date Range: 9/1/2008

To: 9/11/2008

Originator: All Types



View Report

[Steps Summary Report](#)

[Main Menu](#)

	Date	Originator	Step	Successful?	Message
1	9/11/2008 11:32:46 AM	Website	3) Advanced Renewal	Yes	Plate Lookup Wizard 2
2	9/11/2008 11:32:45 AM	Website	2) Questions	Yes	Question Page
3	9/11/2008 11:32:45 AM	Website	1) Login	Yes	Set ID
4	9/11/2008 11:32:44 AM	Website	3) Advanced Renewal	Yes	Plate Lookup Wizard 2
5	9/11/2008 11:32:39 AM	Website	4) Verify registration	Yes	Vehicle Info Page
6	9/11/2008 11:32:37 AM	Website	3) Advanced Renewal	Yes	Plate Lookup Wizard 2
7	9/11/2008 11:32:34 AM	Website	3) Advanced Renewal	Yes	Plate Lookup Wizard 2
8	9/11/2008 11:32:33 AM	Website	1) Login	Yes	Set ID
9	9/11/2008 11:32:28 AM	Website	8) Completion	Yes	Credit Card Success Page
10	9/11/2008 11:32:27 AM	Website	8) Completion	Yes	Credit Card Success Page
11	9/11/2008 11:32:23 AM	Website	4) Verify registration	Yes	Vehicle Info Action Page
12	9/11/2008 11:32:20 AM	Website	3) Advanced Renewal	Yes	Plate Lookup Wizard 3
13	9/11/2008 11:32:11 AM	IVR	2) Plate selection	Yes	Plate selected
14	9/11/2008 11:32:06 AM	Website	2) Questions	Yes	Question Page
15	9/11/2008 11:32:04 AM	Website	1) Login	Yes	Plate Status Login Action Page
16	9/11/2008 11:31:57 AM	Website	2) Questions	Yes	Question Page
17	9/11/2008 11:31:56 AM	Website	1) Login	Yes	Set ID
18	9/11/2008 11:31:50 AM	IVR	2) Plate selection	Yes	Plate selected
19	9/11/2008 11:31:33 AM	IVR	1) Login	No	
20	9/11/2008 11:31:32 AM	IVR	1) Login	Yes	Successful SSN Collection

Go to page: First Page 1 2 3 4 5 6 7 8 9 10 ... Next 10 Last Page

Supplement 8

OPLATES Administrative Control Menu Reports Descriptions

OPLATES ADMIN SECTION

All reports may be searched by Date Range. Different reports may be searched by Originator (Oplates or IVR), payment, renewal type and language.

1. AUDIT REPORTS

A. Steps Summary Report

1. This report shows the steps customer's have taken on Oplates and the IVR. The report shows the number of attempts and rather or not they were successful.

B. Step Detail Report

1. This is a second by second log of what is happening on Oplates and the IVR.

2. TRANSACTION REPORTS

A. Plate Error Code Logs (State Error Code Report)

1. Shows all errors reported. The report can be sorted by date range, ascending, descending. You may see all errors or pick a particular error. It also shows the type of transaction the customer was trying to do.

B. County Activity Summary Report

1. Allows you to set a date range, choose Oplates or IVR and receive a report of number of transactions

C. Basket County Summary Report

1. Number of Basket items/number of users per Oplates or the IVR.

D. Activity Summary Report

1. Shows total number of transactions per day for Oplates and the IVR. Also shows the money amount.

E. Activity Detail Report

1. Shows activity on Oplates and the IVR. You can view it by a given Date Range, how it was ordered (IVR or Oplates), and how it was paid.

F. Plate Summary Report

1. This report gives you totals of different transactions for the date range provided.

G. Plate Detail Report

1. This report is like the Activity Detail Report but is listed by plate transaction and not a complete transaction.

H. Plate Error Detail Report

1. This report shows transactions that have rejected. Debbie gets a reject report and works the reject and get it into the system. Once a month an email is sent to CBoss to update the confirmation page to show the plate has been processed

I. Error Summary Report

1. A summary of the errors the customer receives when using Oplates or the IVR.

J. Error Detail Report

- 1. A detail list of errors the customers have received.**

OPLATES ADMIN AREA 2

K. Transaction Notes Report

1. This report shows any transaction note that was added to a confirmation number. This could include information from Oplates regarding the transaction and if a refund was completed.

L. Search Activity Detail

1. This is the report that is used a lot by Oplates employees. We use this to monitor the activity on Oplates and the IVR. When we get a call that indicates we may be having problems, this is the first report we go to. The red entry's indicate a credit was completed.

SURVEY REPORTS

A. Survey Answers Report

1. Customers are given the option to take a survey at the end of their transaction on Oplates. A report listing all the questions can be viewed by Date Range. Answers are given in percentages.

B. Chart Survey Answers Report

1. This report is a question by question report. You may provide a Date Range and choose which survey question you want to see. The answers are given in percentages

C. Survey Comments Report

1. Along with the survey questions, the customer is given a chance to leave a comment. This report show each comment presented. The comments show the survey date, customer's email address and plate number (if it was provided by customer) and the actual comment. This can be view by a given Date Range.

D. Transaction Times Report

1. Report gives us an idea of how long it takes customers to do their transaction on Oplates. Example: From 12/25/2007 to 1/24/2008, 16.04% of the transactions were completed in 0-3 minutes; 12.45% of the transactions were completed in 4 to 6 minutes, etc...

CREDIT CARD REPORTS (Only certain employees have access to this section)

A. Refund Audit Report

1. Refunds completed by Revenue Management are listed in this report. You may search by Date Range; if transaction was completed on Oplates or IVR and by user ID (who entered the refund)

PUBLIC NEWS MAINTENANCE (Only Certain employees have access to this section)

A. Add A News Category

1. We put our News (new license plate, new laws, etc.) in categories. This report is where we can add the categories and indicate the display order.

B. Edit/List News Items

1. Shows the available categories and the display order. The categories/display order may be changed in this report.

C. Add A News Item

1. This is where we add the news article. Only certain employees may post a News Item and only after a coordinating action has been signed off.

D. Edit/List News Items

1. Area where we can edit the News Item.

Supplement Nine

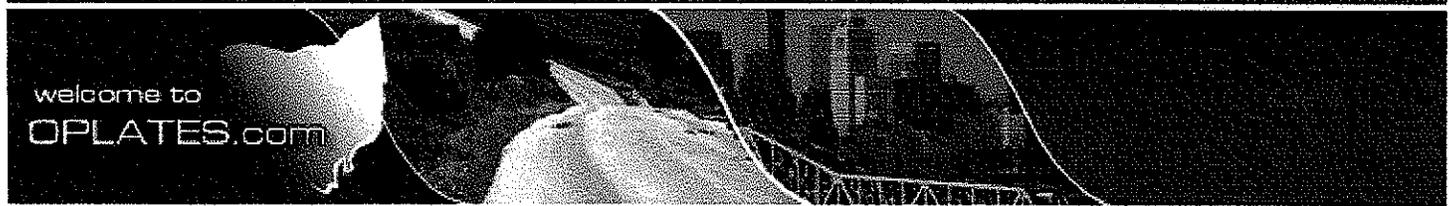
OPLATES Usage Statistics

OPLATES USAGE Calander Years 2006, 2007 and Summary since Inception

Originator	Renewal Type	01/01/06 - 12/31/06		01/01/07 - 12/31/07		09/1/00 - 02/13/08	
		Count/Qty	Amount	Count/Qty	Amount	Count/Qty	Amount
1 Website		3	\$ 184.46	6	\$ 288.04	12	\$ 721.93
2 Website	Renewal	599,680	34,983,172.22	693,213	39,769,855.52	2,781,084	152,123,663.62
3 Website	Replacement	9,061	636,503.91	9,082	628,041.05	113,473	6,024,588.12
4 Website	Advanced	25,167	2,162,710.77	23,052	1,943,428.22	139,573	11,205,002.98
5 Website	Repl. Registration Card	2,163	10,425.22	2,364	11,440.89	9,685	45,603.22
6 Website	Repl. Sticker	1,609	7,755.06	1,911	9,244.32	7,907	37,241.82
7 Website	Repl. Plate with Sticker	1,063	9,044.03	1,264	10,994.51	5,944	49,920.27
8 IVR	Renewal	56,282	3,106,671.94	55,862	3,072,385.68	338,266	17,064,290.40
9 IVR	Replacement	1,147	76,622.82	1,035	70,004.05	22,903	1,160,146.20
TOTAL		696,175	\$ 40,993,090.43	787,789	\$ 45,515,682.28	3,418,847	\$ 187,711,178.56

Supplement Ten

OPLATES Ticket Escalation



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Issue:

Select the issues you wish to see: **Current Issues** ▼

Unassigned Issues (0)	Appeals (4)	CACC (0)	Cboss Tickets (0)	Deputy Problem (5)
Mail-In (3)	Oplates Emails (9)	Oplates IVR (2)	Oplates Web (158)	Public Information (1)
Recalled Plates (5)	Registration (1)	Remittance (9)	Returned Regs/or Plates (1)	Special Plates (42)

Ticket ▲ **Customer** **Plate** **Level** **Updated** **Issued By** **Assigned To**

Page [1] of 1 | Records 0 - 0 out of 0 | Select Page **1** ▼ | Select Size **10** ▼

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New Issue

New Issue

Search For Customer:

Search Using:

Last Name

Search Text:

* First Name:

* Last Name:

Street Address:

City:

State:

Zipcode:

Daytime Phone Number:

Email:

* Plate Number:

SSN:

Confirmation Number:

Ticket Reason:

Cancel order

Group:

Level:

Phase:

Notify Customer:

Turbo Date (MM/DD/YYYY):

Dec #:

Turbo Return Code:

Turbo Error Code:

VRJ002:

Special Plate:

Please describe the issue here:

191 PENDING MAIL-IN REGISTRATIONS
 11 DISABILITY PLACARD LETTERS
 251 REISSUE/TRANSFERS/REPURCHASE ENTERED
 311 MAIL-IN REGISTRATION DATES
 361 PENDING OUT OF STATE /LIMOUSINES, MISC, ETC

Unassigned Staff Users

Assigned Staff Users

Don't Send Notification Email:

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Spell Check

Maintenance

New Issue

New Issue

Search For Customer:

Search Using: Last Name

Search Text:

Search

* First Name:

Joe

* Last Name:

Smith

Street Address:

1970 W Broad St

City:

Columbus

State:

OH

Zipcode:

43223

Daytime Phone Number:

1-614-000-0000

Email:

* Plate Number:

XXW1234

SSN:

123456789

Confirmation Number:

2008999999

Ticket Reason:

Cancel order

Group:

Oplates Web

Level:

1

Phase:

Issue Creation

Notify Customer:

Turbo Date (MM/DD/YYYY):

Dec #:

Turbo Return Code:

Turbo Error Code:

VRJ002:

Special Plate:

- 191 PENDING MAIL-IN REGISTRATIONS
- 11 DISABILITY PLACARD LETTERS
- 251 REISSUE/TRANSFERS/REPURCHASE ENTERED
- 311 MAIL-IN REGISTRATION DATES
- 361 PENDING OUT OF STATE/LIMITSINES, MISC, ETC

Please describe the issue here:

Describe problem here

Check Spelling

Unassigned Staff Users

- Anderson, Rita
- Basham, Debi
- Bates, Cherrell
- Berger, Brenda
- Betton, Carrie

Add

Remove

Assigned Staff Users

- Quick, Donna

Don't Send Notification Email:

Submit

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Search

Search For Issue

Search Using: Text:

Group: Level:

Phase: Include Archive:

Ticket #	Name	Street Address	Email	SSN	Plate Number
OW_00029	Stickel, Carol	1234 No Where Ave	cstickel@dps.state.oh.us	123456789	DMQ
OW_00030	Stickel, Carol	1234 No Where Ave	cstickel@dps.state.oh.us	123456789	DMQ
OW_00032	Smith, Joe	1234 No Where Ave	dquick@dps.state.oh.us	275480230	DMQ
OW_00033	Smith, Joe	1234 No Where Ave	dquick@dps.state.oh.us	275480230	DMQ
OW_00034	Toms, Jom	1234 Everywhere Ave	dquick@dps.state.oh.us	275480230	DMQ
OW_00036	Quick, Donna	1234 No Where Ave	dquick@dps.state.oh.us	212341234	DMQ
OW_00037	Smoe, Joe	1234 Everywhere Ave	ismore@help.com	123456789	DMQ
OW_00038	Quick, Donna	1234 No Where Ave	dwentzel@dps.state.oh.us	123456789	DMQ
OI_00039	Quick, Donna	1234 No Where Ave	dquick@dps.state.oh.us	212341234	DMQ
OW_00040	Arnoff, Rick A	2248 Hughey Sq Ct	tghog@aol.com	198429799	HORDG



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Search

Search For Issue

Search Using: Text:

Group: Level:

Phase: Include Archive:

Ticket #	Name	Street Address	Email	SSN	Plate Number
OW_00029	Stickel, Carol	1234 No Where Ave	cstickel@dps.state.oh.us	123456789	DMQ
OW_00030	Stickel, Carol	1234 No Where Ave	cstickel@dps.state.oh.us	123456789	DMQ
OW_00032	Smith, Joe	1234 No Where Ave	dquick@dps.state.oh.us	275480230	DMQ
OW_00033	Smith, Joe	1234 No Where Ave	dquick@dps.state.oh.us	275480230	DMQ
OW_00034	Toms, Jom	1234 Everywhere Ave	dquick@dps.state.oh.us	275480230	DMQ
OW_00036	Quick, Donna	1234 No Where Ave	dquick@dps.state.oh.us	212341234	DMQ
OW_00037	Smoe, Joe	1234 Everywhere Ave	jsmore@help.com	123456789	DMQ
OW_00038	Quick, Donna	1234 No Where Ave	dwentzel@dps.state.oh.us	123456789	DMQ
OI_00039	Quick, Donna	1234 No Where Ave	dquick@dps.state.oh.us	212341234	DMQ
OW_00040	Arnoff, Rick A	2248 Hughey Sq Ct	tghog@aol.com	198429799	HORDG



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Search

Search For Issue

Search Using: Text:

Group: Level:

Phase: Include Archive:

Ticket #	Name	Street Address	Email	SSN	Plate Number
OW_00029	Stickel, Carol	1234 No Where Ave	cstickel@dps.state.oh.us	123456789	DMQ
OW_00030	Stickel, Carol	1234 No Where Ave	cstickel@dps.state.oh.us	123456789	DMQ
OW_00037	Smoe, Joe	1234 Everywhere Ave	jsmore@help.com	123456789	DMQ
OW_00038	Quick, Donna	1234 No Where Ave	dwentzel@dps.state.oh.us	123456789	DMQ
OW_00043	Smoe, Joe	1234 No Where Ave	dquick@dps.state.oh.us	123456789	DMQ
OW_00072	Quick, Donna	1234 No Where Ave	dquick@dps.state.oh.us	123456789	DMQ
OW_00104	Saunders, LeeAnn	1234 No Where Ave	lasaunders@dps.state.oh.us	123456789	DMQ
OW_00159	Anderson, Rita	1234 No Where Ave	randerson@dps.state.oh.us	123456789	DMQ
OW_00162	Smoe, Joe	1234 Everywhere Ave	dquick@dps.state.oh.us	123456789	JJJ
RR_00273	Thomas, Joe	1234 No Where Ave	na	123456789	DMQ

SEARCH Result

Welcome dquick | Portal Home | Logoff



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Issue Details

OW_00029 (OW_00015)

Created: 07/15/03 09:54 AM

Created By:

Confirmation Number:

Ticket Reason: n/a

Updated:

Updated By:

Escalates:

Group:

Level: 0

Phase:

Issue: Trying to learn this program.

Turbo Date:

Dec Number:

Turbo Return Code:

Turbo Error Code:

VRJ002:

Special Plates:

Stickel, Carol

Address: 1234 No Where Ave

Phone:

City: Columbus

Email: cstickel@dps.state.oh.us

State: OH

Plate: DMQ

Zip: 43232

Unassigned Staff Users

Assigned Staff Users

SEARCH RESULT

- Anderson, Rita
- Basham, Debi
- Bates, Cherrell
- Berger, Brenda
- Betton, Carrie

Add

Remove

Don't Send Notification Email

Escalations

From Level	To Level	Date Escalated	Escalated By
Escalations			

Actions

Tuesday, July 22, 2003 10:56 AM - Manns, Chris - Issue Resolved - Issue Closed

Check Spelling

Notify Customer

Submit Action

Issue Resolved

Cancel Action

Close Issue

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Closure

Closure Reason Title

Definition

Active

Upon Receipt	Complainant is satisfied and/or allegations do not amount to an actionable offense.	No
Referral	Information sent to another agency for investigation.	No
Filed	Documented in investigative files subject to review at a later date.	No
No Investigation	Not enough documentation/information warranting further inquiry at this time.	No
Forwarded	Forwarded for litigation or other legal action.	No

Note: closure Reason definitions and names are all customizable in the administrative area.



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Level Number	Description	Business Days	Escalates	Active	Levels
0	This level includes issues with developed products that will be resolved in a future version. This level is internal ONLY and does not escalate. It is used as a means of organizing ongoing development issues.	0	0 hours	Yes	
1	This level includes items that do not involve errors or product failure of any kind. Requests for login information, administration training, or general support questions fall under this category. Resolution of Level 1 items should be facilitated with 2 Business Days. Issue is processed and monitored by Support personnel. If the issue is not resolved in the time allotted, management will be notified and it will escalate to Level 2.	10	10 days	Yes	
2	This level includes minor problems that do not disrupt the function of the system. This includes errors to portions of the system that are non-critical. Resolution of Level 2 items should be facilitated within one business day. The issue is processed by a member of the Action team and monitored by Support personnel. This level will escalate to Level 3 if the appropriate amount of time has passed.	7	0 hours	Yes	
3	This level includes major problems that hinder the consumers ability to use portions of the system, or disrupt vital pieces of the client's system. This includes the ability to update critical content. Resolution of Level 3 items should be resolved within 12 hours regardless of what day it is. The issue is processed by a member of the Action team and monitored by Support personnel. This issue will escalate to Level 4 if the appropriate amount of time has passed.	5	5 days	Yes	
4	This level includes emergencies or extreme issues that hinder a sites functionality or overall site uptime. Level 4 items must be addressed immediately and resolved ASAP. The issue is processed by a member of production or on-call staff, and monitored by Support personnel.	3	0 hours	Yes	
5	This level includes emergencies or extreme issues that hinder a sites functionality or overall site uptime. Level 5 items must be addressed immediately and resolved ASAP. The issue is processed by a member of production or on-call staff, and monitored by Support	1	0 hours	Yes	



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Phase Name	Description	Active
Issue Creation	An Issue Ticket has been created. During this Phase a member of the Software Support and Escalation Department will review your issue and assign it to the appropriate employee(s) for Investigation and Resolution.	Yes
Issue Assignment	A member of the Software Support and Escalation Department has reviewed your issue and assigned it to the appropriate employee(s). As Escalation Level or Security Level has also been assigned to this Issue priority.	Yes
Issue Investigation	Employee(s) are currently investigating to determine what caused your issue.	Yes
Issue Correction	Employee(s) are currently working to correct the cause of your issue.	Yes
Issue Resolution	The issue has been resolved. A member of the Software Support and Escalation Department will be contacting you shortly to confirm that the issue has been corrected.	Yes

Note: phase descriptions and names are all customizable in the administrative area.

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Closure Maintenance

Closure Title	Closure Definition	Active
Upon Receipt	Complainant is satisfied and/or allegations do not amount to an actionable offense.	No
Referral	Information sent to another agency for investigation.	No
Filed	Documented in investigative files subject to review at a later date.	No
No Investigation	Not enough documentation/information warranting further inquiry at this time.	No
Forwarded	Forwarded for litigation or other legal action.	No

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Closure

Closure Title:

Closure Definition:

Active:

[Add/Update Closure](#)

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Group Maintenance

<u>Group Type</u>	<u>Initials</u>	<u>Active</u>
CACC	CA	Yes
Oplates IVR	OI	Yes
Oplates Web	OW	Yes
Returned Regs/or Plates	RR	Yes
Registration	RE	Yes
Special Plates	SP	Yes
Public Information	PI	Yes
Cboss Tickets	CB	Yes
Deputy Problem	DP	Yes
Oplates Emails	EM	Yes

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Group Types

Group Type Name:

Initials:

Active:

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<u>Level Number</u>	<u>Description</u>	<u>Business Days</u>	<u>Hours</u>	<u>Color</u>	<u>Active</u>
<u>0</u>	This level includes issues with developed products that will be resolved in a future version. This level is internal ONLY and does not escalate. It is used as a means of organizing ongoing development issues.	0	0	white	Yes
<u>1</u>	This level includes items that do not involve errors or product failure of any kind. Requests for login information, administration training, or general support questions fall under this category. Resolution of Level 1 items should be facilitated with 2 Business Days. Issue is processed and monitored by Support personnel. If the issue is not resolved in the time allotted, management will be notified and it will escalate to Level 2.	10		#33cc00	Yes
<u>2</u>	This level includes minor problems that do not disrupt the function of the system. This includes errors to portions of the system that are non-critical. Resolution of Level 2 items should be facilitated within one business day. The issue is processed by a member of the Action team and monitored by Support personnel. This level will escalate to Level 3 if the appropriate amount of time has passed.	7	0	#33ffff	Yes
<u>3</u>	This level includes major problems that hinder the consumers ability to use portions of the system, or disrupt vital pieces of the client's system. This includes the ability to update critical content. Resolution of Level 3 items should be resolved within 12 hours regardless of what day it is. The issue is processed by a member of the Action team and monitored by Support personnel. This issue will escalate to Level 4 if the appropriate amount of time has passed.	5		Yellow	Yes
<u>4</u>	This level includes emergencies or extreme issues that hinder a sites functionality or overall site uptime. Level 4 items must be addressed immediately and resolved ASAP. The issue is processed by a member of production or on-call staff, and monitored by Support personnel.	3	0	#E07556	Yes
<u>5</u>	This level includes emergencies or extreme issues that hinder a sites functionality or overall site uptime. Level 5 items must be addressed immediately and resolved	1	0	Red	Yes

ASAP. The issue is processed by a member of production or on-call staff, and monitored by Support personnel.

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Level		
<i>Level Number:</i>	<input type="text"/>	<i>Color:</i> <input type="text"/>
<i>Business Days:</i>	<input type="text"/>	<i>Hours:</i> <input type="text"/>
<i>Description:</i>	<input type="text"/>	
<i>Active:</i> <input type="checkbox"/>		
Add/Update Level		

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Staff Maintenance

<u>User Name</u>	<u>Last</u>	<u>First</u>	<u>Email</u>	<u>Show Unassigned Issues</u>	<u>Administrator</u>
aaron	Lego	Aaron	aaron@cboss.com	Yes	Yes
arobinson	Robinson	Angela	akobinson@dps.state.oh.us	No	No
bberger	Berger	Brenda	bberger@dps.state.oh.us	No	No
bcaldwell	Caldwell	Bev	bcaldwell@dps.state.oh.us	Yes	Yes
bcrowley	Crowley	Brandi	bcrowley@dps.state.oh.us	Yes	Yes
beth				Yes	No
bstanley	Stanley	Bob	bstanley@dps.state.oh.us	No	No
cbates	Bates	Cherrell	cbates@dps.state.oh.us	No	No
cbetton	Betton	Carrie	cbetton@dps.state.oh.us	No	No
cbossadmin				Yes	No

Page [1] [2](#) [3](#) [4](#) [5](#) [6](#) [7](#) [8](#) [9](#) of 9 | Records 1 - 10 out of 82 | Select Page [1](#) | Select Size [10](#)

Staff User

User Name:

First Name:

Administrator:

Email:

Last Name:

Show Unassigned:

Appeals: <input type="text"/>	Oplates Emails: <input type="text"/>	Registration: <input type="text"/>
CACC: <input type="text"/>	Oplates IVR: <input type="text"/>	Remittance: <input type="text"/>
Cboss Tickets: <input type="text"/>	Oplates Web: <input type="text"/>	Returned Regs/or Plates: <input type="text"/>
Deputy Problem: <input type="text"/>	Public Information: <input type="text"/>	Special Plates: <input type="text"/>
Mail-In: <input type="text"/>	Recalled Plates: <input type="text"/>	
<input type="button" value="Update Staff User"/>		<input type="button" value="Delete Staff User"/>

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Phase Maintenance

Phase Name	Description	Active
Issue Creation	An Issue Ticket has been created. During this Phase a member of the Software Support and Escalation Department will review your issue and assign it to the appropriate employee(s) for Investigation and Resolution.	Yes
Issue Assignment	A member of the Software Support and Escalation Department has reviewed your issue and assigned it to the appropriate employee(s). As Escalation Level or Security Level has also been assigned to this issue priority.	Yes
Issue Investigation	Employee(s) are currently investigating to determine what caused your issue.	Yes
Issue Correction	Employee(s) are currently working to correct the caused of your issue.	Yes
Issue Resolution	The issue has been resolved. A member of the Software Support and Escalation Department will be contacting you shortly to confirm that the issue has been corrected.	Yes

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Phase

Phase Name:

Description:

Active:

<input type="checkbox"/>
Add/Update Phase

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Supplement Eleven

OPLATES Frequently Asked Questions (FAQ) Format

Frequently Asked Questions

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Menu Options

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FAQ Site Parameters (Edit)

Site Data

Site ID: {850A7CAF-5FBE-11D5-A9F6-00105CAB1F06}

Site Name:

Return Email Address:

Email Host Server:

Default Site Language:

Default Session Timeout: (in Minutes)

Site Active:

Email Notification On: Submitted Questions

Publisher Notification On: Approvals Required

Require Administrative Approval For	
Additions:	<input checked="" type="checkbox"/>
Edits:	<input checked="" type="checkbox"/>
Deletes:	<input checked="" type="checkbox"/>
Translations:	<input checked="" type="checkbox"/>
Questions:	<input checked="" type="checkbox"/>

Site Header Text:

Site Footer Text:

Frequently Asked Questions

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User Admin. (Add)

User Data (Add)

User ID: <Automatically Generated>

Login Name:

Password:

First Name:

Middle Initial:

Last Name:

Maiden Name:

Department:

Phone Number:

Email Address:

Active:

Question Notification Email:

Publisher Notification Email:

Site Administrator:

Session Times Out: Timeout: (In Minutes)

User Security Data

Function	Input	Edit	Delete	View	Translate	Publish
Site	<input type="checkbox"/>					
Users	<input type="checkbox"/>					
Languages	<input type="checkbox"/>					
Topics	<input type="checkbox"/>					
FAQTopics	<input type="checkbox"/>					
Keywords	<input type="checkbox"/>					
FAQKeywords	<input type="checkbox"/>					
StdAnswers	<input type="checkbox"/>					

FAQs	<input type="checkbox"/>					
Reports	<input type="checkbox"/>					
Templates	<input type="checkbox"/>					

Add User

Cancel

Frequently Asked Questions

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Ohio Bureau of Motor Vehicles Users List

#	User Name	Active	Department	Site Admin.
1		True	System Administration	False
2		True		False
3		True	BMV User	True
4		True		False
5		True	Oplates	False
6		True		False
7		True		False
8		True	Oplates	False
9		True	Project Management	True
10		True	Oplates	False
11		True	Oplates	False
12		True	BMV	False
13		True		False
14		True	Registrations	True
15		True		False
16		True		True
17		True		False
18		True		False
19		True	Oplates	False
20		True	Registrations	True

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Language Admin. (Add)

Language Data

Language ID: <Automatically Generated>

Language Name:

Active:

Language Sequence:

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Ohio Bureau of Motor Vehicles Languages List

Language Name	Display Sequence	Active
English	10	True
Español	20	True

Frequently Asked Questions

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Topic Admin. (Add)

Topic Data

Topic:

Topic Language:

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English Language Topics List

Español
 English
 Language Topics

Topic	Language
Biennial Registration	English
Disabled Veteran/Former POW License Plates	English
EPA/E-Check	English
Fees	English
General Information	English
Leased Vehicles	English
NOTICE AN INCREASE IN YOUR FEES?	English
Online Renewal	English
Permissive/Local Tax	English
Personalized License Plates	English
Refund	English
Registration of New Vehicles	English
Telephone Renewal	English

Frequently Asked Questions

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Keyword Admin. (Add)

Keyword Data

Keyword:

Keyword Language: English

Frequently Asked Questions

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English Language Keywords List

Keyword	Language
100% rate	English
Biennial	English
check	English
checks	English
color	English
disability	English
disability license plates	English
disability placard	English
Disabled	English
E-Check	English
electronic power of attorney	English
EPA	English
fee	English
first time registration	English
Fleet	English

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Frequently Asked Questions

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Standard Answer Admin. (Add)

Standard Answer Data

Answer Language:

Answer Type:

Answer Text:

Answer Active:

Assign To Users:

- [Redacted]
- [Redacted]
- [Redacted]

Frequently Asked Questions

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English Language Standard Answers List

Language Standard Answers

	Answer Type	Answer Text
<u>1</u>	No Answer Type	For Moped information please use the following web link. http://www...
<u>2</u>	No Answer Type	Thank you for your inquiry regarding the Special Plate Program. The...
<u>3</u>	No Answer Type	Please contact the Ohio Bureau of Motor Vehicles Driver's License Divi...
<u>4</u>	No Answer Type	For information pertaining to titles, you must contact the County Cler...
<u>5</u>	No Answer Type	For information on Military plates please go to http://bmv.ohio.gov/ve...
<u>6</u>	No Answer Type	For information on Disability License plates please go to the followin...
<u>7</u>	No Answer Type	The annual registration fees vary between \$34.50 and \$54.50 depending ...
<u>8</u>	No Answer Type	Please contact the Ohio Division of Watercraft at the following weblin...
<u>9</u>	No Answer Type	Thank you for your inquiry regarding the Special Plate Program. The...
<u>10</u>	No Answer Type	Please take the empty trailer to any place where it can be weighed. T...
<u>11</u>	No Answer Type	According to Ohio Administrative Code 4501-41-03, on Ohio registered v...
<u>12</u>	No Answer Type	You may cancel your vehicle registration by downloading the applicatio...
<u>13</u>	No Answer Type	To renew your vehicle registration logon to WWW.OPLATES.COM click on t...
<u>14</u>	No Answer Type	Please use the following web link for a complete listing of all of the...
<u>15</u>	No Answer Type	For information regarding Historical license plates, please refer to t...

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English Language FAQ List

Search for: Language FAQ's

#	Question	Answer	Active	Public	Counter	Topics	Keywords
1	What do I need to bring with me when I f...	The first time you register your vehicle...	True	True	144908	2	6
2	What is Biennial Registration?	House Bill 87, effective January 1, 2004...	True	True	134914	5	7
3	When a new car is purchased, is it permi...	Yes, however, the new title must be pres...	True	True	104194	2	4
4	How is the basic vehicle registration fe...	Vehicle registration fees are determined...	True	True	85430	4	6
5	May I register my new vehicle with tempo...	No, you can not register a vehicle for t...	True	True	85085	3	8
6	Can I check for personalized license pla...	Yes. If you are within 90 days of your v...	True	True	79524	2	3
7	If I am an Ohio resident, and I purchase...	Before you may register a vehicle in the...	True	True	75942	4	5
8	What vehicle registration transactions c...	At this time the following vehicle regis...	True	True	73078	3	5
9	Can I renew my plate if I need an E-Chec...	Yes. Your E-Check certificate ID number...	True	True	67135	4	4
10	I renewed my registration via Oplates or...	No, a valid sticker and license plate mu...	True	True	59983	3	2
11	How can I purchase Special Plates? ...	Requests for special plates may be made ...	True	True	54281	3	3
12	Can I use the printable confirmation as ...	No, the confirmation page is not accepta...	True	True	52518	5	7
13	How do I order personalized license plat...	How to Order Personalized or Initi...	True	True	49770	3	6
14	Why do I have to pay the extra fee every...	The special plate fee is charged annuall...	True	True	44579	2	3
15	Can I renew my driver's license online?	No. You cannot renew driver's licenses ...	True	True	41859	2	1

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Check In FAQs

#	Language	Question	Answer	User	Checkout Date
<input type="checkbox"/> 1		How do I qualify for Former Prisoner of ...	If you are a former Prisoner of War, you...		10/16/2007 12:56:26 PM
<input type="checkbox"/> 2		Why wasn't I offered the option to renew...	If your vehicle will need to have an E-C...		10/18/2007 9:07:02 AM
<input type="checkbox"/> 3		How do I order personalized license plat...	How to Order Personalized or Initi...		10/19/2007 10:05:13 AM
<input type="checkbox"/> 4		What are the locations and hours for E-c...	Please refer to the following website fo...		10/26/2007 11:43:13 AM
<input type="checkbox"/> 5		When a new car is purchased, is it permi...	Yes, however, the new title must be pres...		11/7/2007 2:56:28 PM
<input type="checkbox"/> 6		How is the basic vehicle registration fe...	Vehicle registration fees are determined...		11/7/2007 3:05:39 PM
<input type="checkbox"/> 7		Can I check for personalized license pla...	Yes. If you are within 90 days of your v...		11/7/2007 3:05:59 PM
<input type="checkbox"/> 8		I renewed my registration via Oplates or...	No, a valid sticker and license plate mu...		11/7/2007 3:29:00 PM
<input type="checkbox"/> 9		Can I use the printable confirmation as ...	No, the confirmation page is not accepta...		11/14/2007 1:29:16 PM
<input type="checkbox"/> 10		Why do I have to pay the extra fee every...	The special plate fee is charged annuall...		11/14/2007 1:29:59 PM
<input type="checkbox"/> 11		How soon can a vehicle registration be r...	Vehicle registrations may be renewed up ...		11/14/2007 2:26:02 PM
<input type="checkbox"/> 12		What is a local/permissive tax?	A local/permissive tax is a tax enacted ...		11/14/2007 3:38:05 PM
<input type="checkbox"/> 13		If I am an Ohio resident, and I purchase...	Before you may register a vehicle in the...		11/20/2007 11:49:11 AM
<input type="checkbox"/> 14		What is Biennial Registration?	House Bill 87, effective January 1, 2004...		11/20/2007 11:51:31 AM
<input type="checkbox"/> 15		Can I renew my plate if I need an E-Chec...	Yes. Your E-Check certificate ID number...		11/20/2007 11:52:44 AM
<input type="checkbox"/> 16		What are Special Plates?	Special Plates are any license plate man...		11/20/2007 1:39:58 PM
<input type="checkbox"/> 17		What is a PERSONALIZED PLATE?	A customer may request to have personal ...		11/20/2007 1:42:08 PM
<input type="checkbox"/> 18		Is there an extra fee to renew online?	No, there are no additional fees for ren...		11/20/2007 1:43:57 PM
<input type="checkbox"/> 19		What vehicle registration transactions m...	Our website is continually being upgrade...		11/20/2007 2:19:20 PM
<input type="checkbox"/> 20		What do I need to bring with me when I f...	The first time you register your vehicle...		4/4/2008 4:52:35 PM

Frequently Asked Questions

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Approve Additions

There are no new FAQ additions awaiting approval.

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Approve Updates

There are no FAQ Updates awaiting approval.

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Approve Deletes

There are no FAQ Deletions awaiting approval.

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Approve Translations

There are no FAQ Translations awaiting approval.

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Approve Questions

There are no FAQ Questions awaiting approval.

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Answer Questions

#	Language	Question	Email	Date
1	English	I recently got married and changed my na...	██████████@yahoo.com	6/24/2008 8:00:33 PM
2	English	Problems with Address Change	██████████@gmail.com	6/24/2008 10:24:32 PM
3	English	have not received my registration tags t...	██████████@hotmail.com	6/25/2008 4:08:08 AM
4	English	Can I renew my husbands plates without h...	██████████@babcox.com	6/25/2008 8:20:42 AM
5	English	I have two recently purchased used cars ...	██████████@northstarplanning.net	6/25/2008 10:07:05 AM
6	English	I traded a pickup truck for a passinger ...	██████████@att.net	6/25/2008 11:29:53 AM

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Answered Questions List (Ordered By Reply Date And Replying User)

Menu

The average response time for each question was: 13 Hours, 56 Minutes

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Show Responses Between: 5/26/2008 And 6/25/2008 Email

Filter: Refresh

#	Response Date	Responding User	Submitted Date	Reply Email	Question	Answer
1	5/27/2008	[REDACTED]	5/27/2008	[REDACTED]@yahoo.com	What if sticker does not come<	My old car was totalled in an< How do I find my VIN number wi I am an Ohio resident serving< I was given a ticket r in PA tr for

Supplement Twelve

Sample Driver Abstracts



OHIO DEPARTMENT OF PUBLIC SAFETY
 BUREAU OF MOTOR VEHICLES
 P. O. BOX 16520
 COLUMBUS, OHIO 43216-6520

ABSTRACT DRIVER RECORDS

DATE	SEQUENCE	DATE OF BIRTH	SOCIAL SECURITY NUMBER	DRIVER LICENSE NUMBER
08/07/2008			012325652	

	The following is a true and accurate enumeration of motor vehicle accidents and records of convictions for violations of the motor vehicle law pursuant to Section 4509.05 of the Ohio Revised Code.
	<i>Mike Rankin</i>
	MIKE RANKIN, REGISTRAR

DRIVER INFORMATION				
FIRST NAME, MIDDLE NAME, LAST NAME, SUFFIX		DATE OF BIRTH	SOCIAL SECURITY NUMBER	DRIVER LICENSE NUMBER
NO DRIVER LICENSE IN FILE			000000000	
LAST KNOWN ADDRESS				DATE OF EXPIRATION
SEX	HAIR	WEIGHT	EYES	LICENSE CLASS
UNKNOWN	??		UNKNOWN	UNKNOWN
STATUS AS OF 08/07/2008 : NOT VALID				
ENDORSEMENTS: NONE				
RESTRICTIONS: NONE				

DRIVER RECORDS

NO DRIVER RECORDS IN FILE

Supplement Thirteen

Data File for Driver Abstracts

DLA001 STATE OF OHIO BUREAU OF MOTOR VEHICLES 08/07/2008
DABREQ DRIVER LICENSE SYSTEM - ABSTRACTS 11:20:25
----- DRIVER ABSTRACT REQUEST

DLN: SSN: _____
NAME: _____ DOB: _____

CUSTOMER CODE: _____
CUSTOMER NAME: _____

SEND TO NAME: _____
ADDRESS: _____
CITY: _____ STATE: _____ ZIP: _____

PRINT ADDRESS: Y (Y/N)

F1: PROUPD F3 : PREV SCREEN ? : FIELD HELP <CTRL+F3>: PRINT
F2: REFRESH F10: EXIT ! : SCREEN HELP

Supplement Fourteen

BMV 1173, OBMV Record Request

BMV 1173, OBMV Record Request (pg. 1)



OHIO DEPARTMENT OF PUBLIC SAFETY
BUREAU OF MOTOR VEHICLES

OBMV RECORD REQUEST (R.C. 149.43, 4501.15, 4501.27, AND 4507.53)

This agency is requesting disclosure of information that is necessary to accomplish the statutory purpose as outlined under R.C. 4501.27. Disclosure of this information is **REQUIRED**. **FAILURE** to provide any information will result in this form not being processed.

▶ **This request is being made by (check one):**

- An individual inquiring regarding himself or herself:** (Complete **Part A**) If inquiring in person for information on yourself, you must provide personal information regarding yourself, or prove your identity by presenting your driver license or identification card.
- An individual inquiring regarding another person:** (Complete **Parts A and B**) If inquiring regarding another individual, you must attach a notarized BMV Form 5008 giving the written consent of the person. All mail requests without the BMV Form 5008 attached will be returned to the requester.
- Other:** (Check applicable reason for request on **Part C**, and complete **Parts A and B**)

▶ **I am requesting the following personal information contained in the Bureau of Motor Vehicles records:**

- | | | | |
|---|----------|--|----------|
| <input type="checkbox"/> Driving Record <small>(302)</small> | (\$2.00) | <input type="checkbox"/> Title Owner/Lien holder information <small>(304)</small> | (\$2.00) |
| <input type="checkbox"/> Vehicle Registration Record <small>(303)</small> | (\$2.00) | <input type="checkbox"/> Certified Owner/Lien holder information <small>(304A)</small> | (\$4.00) |
| <input type="checkbox"/> Last Known Address <small>(405)</small> | (\$2.00) | <input type="checkbox"/> Copy of Driver License Application <small>(405A)</small> | (\$5.00) |

Make check or money order payable to: Ohio Treasurer Richard Cordray

PART A: Please provide current information regarding yourself:		NOTE: SIGNATURE REQUIRED	
YOUR NAME (REQUESTER)	DATE OF BIRTH	SIGNATURE	DATE
CURRENT STREET ADDRESS		CITY	STATE ZIP
COMPANY (IF APPLICABLE)		BMV ACCOUNT NUMBER (IF APPLICABLE)	
SOCIAL SECURITY NUMBER		DRIVER LICENSE NUMBER	LICENSE PLATE NUMBER
VEHICLE IDENTIFICATION NUMBER	TITLE NUMBER	TELEPHONE NUMBER/FAX NUMBER	

PART B: Request regarding other person(s):			
PERSON'S NAME			DATE OF BIRTH
STREET ADDRESS		CITY	STATE ZIP
SOCIAL SECURITY NUMBER		DRIVER LICENSE NUMBER	LICENSE PLATE NUMBER
VEHICLE IDENTIFICATION NUMBER	TITLE NUMBER		

If requesting information on more than 1 person or vehicle, attach additional sheet(s).
 Additional sheet(s) attached

Make check or money order payable to Ohio Treasurer Richard Cordray. If mailing, return to: Ohio Bureau of Motor Vehicles, Attn: Record Request, P.O. Box 16520, Columbus, Ohio 43216-6520. Results will be mailed to requester.

BMV 1173, OBMV Record Request (pg. 2)

Part C: I (requester) qualify as checked below, and I am requesting:

1. As an **Individual**. (Complete Part A, front)

2. A record for use in the normal course of business by me as a **legitimate business** or an agent, employee, or contractor of a legitimate business, for one of the two following purposes: (a) to verify the accuracy of personal information submitted to the business, agent, employee, or contractor by an individual; (b) in case personal information submitted to the business, agent, employee, or contractor by an individual is incorrect or no longer is correct, to obtain the correct information, for the sole purpose of preventing fraud, by pursuing legal remedies against, or recovering on a debt or security interest against, the individual.

My tax identification number is: _____ My vendor number is: _____

My professional license number is: _____ Licensed by (agency): _____

3. With **written consent**. (Complete Parts A and B, front).

4. Records for bulk distribution for surveys, marketing, or solicitations, where the information will be used, rented, or sold solely for bulk distribution for surveys, marketing, or solicitations;

5. A record for the use of a **government agency**, including, but not limited to, a court or law enforcement agency, in carrying out its functions, or for the use of a private person or entity acting on behalf of an agency of this state, another state, the United States, or a political subdivision of this state or another state in carrying out its functions; (a law enforcement agency does not need to fill out this form);

6. A record for use in connection with matters regarding motor vehicle or driver safety and theft; motor vehicle emissions; motor vehicle product alterations, recalls, or advisories; performance monitoring of motor vehicles, motor vehicle parts, and dealers; motor vehicle market research activities, including, but not limited to, survey research; and removal of non-owner records from the original owner records of motor vehicle manufacturers;

7. A record for use in connection with a civil, criminal, administrative, or arbitral proceeding in a court or agency of this state, another state, the United States, or a political subdivision of this state or before a self-regulatory body, including, but not limited to, use in connection with the service of process, investigation in anticipation of litigation, or the execution or enforcement of a judgment or order; (a subpoena or other court order may be used instead of this form);

8. A record pursuant to an order of a court of this state, another state, the United States, or a political subdivision of this state or another state; (a subpoena or other court order may be used instead of this form);

9. Records for use in **research activities** or in producing statistical reports, where the personal information will not be published, redisclosed, or used to contact an individual.

10. Records for use by an **insurer**, insurance support organization, or self-insured entity, or by an agent, employee, or contractor of that type of entity, in connection with a claims investigation activity, anti-fraud activity, rating, or underwriting;

11. A record for use in providing notice to the owner of a **towed**, impounded, immobilized, or forfeited vehicle;

12. A record for use by a licensed **private investigative agency** or licensed security service for any purpose permitted under numbers 1 through 15 of this form; my license number is: _____;

13. A record for use by an **employer** or by the agent or insurer of an employer to obtain or verify information relating to the holder of a **commercial driver license** or permit that is required under the "Commercial Motor Vehicle Safety Act of 1986", 100 Stat. 3207-170, 49 U.S.C. 2701, et seq., as now or hereafter amended;

14. A record for use in connection with the operation of a **private toll transportation facility**;

15. A record for any other use **specifically authorized by law** that is related to the operation of a motor vehicle or to **public safety**;

16. A record in order to carry out the purposes of either the "Automobile Information Disclosure Act", 72 Stat. 325, 15 U.S.C. 1231-1233, the "Motor Vehicle Information and Cost Saving Act", 86 Stat. 947, 15 U.S.C. 1901, et seq., the "National Traffic and Motor Vehicle Safety Act of 1986" 80 Stat. 718, 15 U.S.C. 1381, et seq., the "Anti-Car Theft Act of 1992", 106 Stat. 3384, 15 U.S.C. 2021, et seq., or the "Clean Air Act", 69 Stat. 322, 42 U.S.C. 7401, et seq., all as now or hereafter amended, for use in connection with one or more of the following matters: (a) motor vehicle or driver safety and theft (b) motor vehicle emissions; (c) motor vehicle product alterations, recalls, or advisories; (d) performance monitoring of motor vehicles and dealers by motor vehicle manufacturers; (e) removal of non-owner records from the original owner records of motor vehicle manufacturers.

I understand that if I receive personal information under numbers 2, 3, or 5-16 of this form, I may **resell** or **disclose** the personal information only for uses permitted under numbers 2, 3, or 5-16. I understand that if I receive personal information under number 2-16 of this form, and I **resell** or **redisclose** any personal information, I must keep for a period of five years a record that identifies each person or entity that receives any of the personal information and the permitted purpose for which the information is to be used, and I must make all such records available to the Registrar of Motor Vehicles upon request.

I hereby certify that all of the information contained on this form is true and accurate to the best of my knowledge and belief. I understand that providing false information may constitute a criminal offense of falsification with a maximum penalty of 6 months in jail and a \$1000 fine.

X

SIGNATURE _____

DATE _____

Supplement Fifteen

BMV 2006, Reinstatement Letter

Supplement 15

BMV 2006-Reinstatement Letter



012298857

OHIO BUREAU OF MOTOR VEHICLES

NOTIFICATION/REINSTATEMENT REQUIREMENT

08/07/2008 11:47 AM

2 [REDACTED]XXXXXXXXXX
0 [REDACTED]
0 [REDACTED]
6 [REDACTED]

The status of your Ohio driving privileges as of 08/07/2008 is:

LICENSE STATUS: VALID

Your driver license expiration date is: J [REDACTED]

In order to obtain a Driver's License, Commercial Driver's License - CDL, State of Ohio Identification Card, Temporary Driver Permit, or a Duplicate of any item, you must present two documents that satisfy proof of both: 1. Name and Date of Birth, and 2. Social Security Number, if ever assigned, to any Deputy Registrar agency.

Direct all other inquiries to:
Bureau of Motor Vehicles
P O Box 16520
Columbus, OH 43216-6520
or call 614-752-7500
Visit our website at: WWW.OHIOBMV.COM

REGISTRAR
BUREAU OF MOTOR VEHICLES

Supplement Sixteen

OPLATES Acronyms

SUPPLEMENT 16
O-PLATES ACRONYMS

ACH	AUTOMATED CLEARING HOUSE
API	APPLICATION PROGRAM INTERFACES
ARO	AFTER RECEIPT OF ORDER
BMV	BUREAU OF MOTOR VEHICLES
CASE	COMPUTER AIDED SOFTWARE ENGINEERING
DPPA	DRIVER PRIVACY PROTECTION ACT
EDGE	ENCOURAGING DIVERSITY GROWTH AND EQUITY
EMA	EMERGENCY MANAGEMENT AGENCY
EMS	EMERGENCY MEDICAL SERVICES
EPA	ENVIRONMENTAL PROTECTION AGENCY
FAQ	FREQUENTLY ASKED QUESTIONS
FTP	FILE TRANSFER PROTOCOL
HLS	HOMELAND SECURITY
HTML	HYPertext MARKUP LANGUAGE
HTTP	HYPertext TRANSFER PROTOCOL
IT	INFORMATION TECHNOLOGY
IVR	INTERNET VOICE RECOGNITION
JSP/GUI	JAVA SERVER PAGE/GRAPHICAL USER INTERFACE
LUHNS	BASED ON ANSI X4.13 , THE LUHN FORMULA (ALSO KNOWN AS THE MODULUS 10 -- OR MOD 10 -- ALGORITHM) IS USED TO GENERATE AND/OR VALIDATE AND VERIFY THE ACCURACY OF CREDIT-CARD NUMBERS.
NACHA	NATIONAL AUTOMATED CLEARING HOUSE ASSOCIATION
OCJS	OFFICE OF CRIMINAL JUSTICE SERVICES
OSHP	OHIO STATE HIGHWAY PATROL



ODPS	OHIO DEPARTMENT OF PUBLIC SAFETY
OLTP	ON-LINE TRANSACTION PROCESSING
OPLATES	OHIO PUBLIC LICENSING ACCESS THROUGH ELECTRONIC SERVICES
ORC	OHIO REVISED CODE
PCI DSS/CISP	PAYMENT AND CARD INDUSTRY DATA SECURITY STANDARDS/CARDHOLDER INFORMATIONAL SECURITY PROGRAM
PMI	PROJECT MANAGEMENT INSTITUTE
PMP	PROJECT MANAGEMENT PROFESSIONAL
POA	POWER OF ATTORNEY
QSA	QUALITY SECURITY ACCESSOR
RFP	REQUEST FOR PROPOSAL
SOAP	SIMPLE OBJECT ACCESS PROTOCOL
SOS	SAVE OUR SIGHT
SSL	SECURE SOCKETS LAYER
SSN	SOCIAL SECURITY NUMBER
USCA	UNITED STATES CODE ANNOTED
VINS	VEHICLE IDENTIFICATION NUMBER SYSTEM
VPN	VIRTUAL PRIVATE NETWORK
WBS	WORK BREAKDOWN STRUCTURE
XML	EXTENSIBLE MARKUP LANGUAGE



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.