

# INVITATION TO BID

State of Ohio  
Department of Administrative Services  
General Services Division  
Office of Procurement Services

The Original Signed Bid must be submitted to the Office of Procurement Services to receive consideration for award.		BIDDER NAME	
BID NUMBER <u>OT900911</u>	OPENING DATE (1:00 p.m.) <u>MAY 21, 2010</u>	STREET ADDRESS <input type="checkbox"/> Check if remit address is different and list on separate sheet	
General Services Division Office of Procurement Services 4200 Surface Road Columbus, OH 43228-1395 Attn: Bid Desk		CITY STATE ZIP	
		COUNTY	MBE/EDGE CERTIFICATE NUMBER
		TELEPHONE NO. ( )	TOLL FREE NO. 1 - ( )
		CONTACT PERSON	FAX NO. ( )
REQ./INDEX NO. DPS005	BID NOTICE DATE 05/14/10	CONTRACTOR'S E-MAIL ADDRESS	
SELECT YOUR PREFERRED METHOD OF RECEIVING PURCHASE ORDERS AND ENTER THE E-MAIL OR FAX NUMBER INFORMATION (ONLY SELECT ONE METHOD) <input type="checkbox"/> E-Mail <input type="checkbox"/> Fax			
In addition to the standard terms for payment, the payment terms for state agency(ies) will be 2%,10 Days, Net 30 Days unless otherwise stated in the following space. If no discount is offered, bidder should circle "Net 30 Days". ____%, ____Days, Net 30 Days			
<b>PARTICIPATING AGENCY(IES):</b>  DEPARTMENT OF PUBLIC SAFETY, BUREAU OF MOTOR VEHICLES, FISCAL SERVICES, P.O. BOX 16520, COLUMBUS, OH 43216-6520			
<b>ADDENDUM FOR CHANGE</b> <b>ADDENDUM NO.: 1</b> <b>REVISION DATE: 05/14/10</b>			
<b>THE DEPARTMENT OF ADMINISTRATIVE SERVICES, OFFICE OF PROCUREMENT SERVICES IS SOLICITING BIDS FOR:</b>  <b>RANDOM DETERMINATION FOR FINANCIAL RESPONSIBILITY COMPLIANCE</b>			
Attached are pages 12 through 24, and 33 through 35 to this Invitation to Bid. Remove the corresponding pages from the existing bid and replace with the attached.			
As indicated herein this addendum is issued to provide additional information and a correction of a reference to a form number as indicated herein.			

SPECIFICATION (Cont'd.)

- \* 19. The contractor will be responsible for printing and mailing a Second Notice of Suspension, BMV Form 3632 (Attachment Four) and BMV Form 2007, Reinstatement Fee Payment instructions (Attachment Five), which is a single-sided bar-coded form. The bar-code specified is designated as Xerox Font BB16NP.FNT. This font is used on any forms requiring a bar-code and should be compatible with the BMV scanning equipment. The contractor will mail the Second Notice of Suspension by certified mail, return receipt requested, to the vehicle owners identified by the contractor. Instructions for certified mailing are discussed in the Second Notice of Suspension.
- 20. The contractor shall keep a record of all Second Notices of Suspension mailed and report these mailings as they are conducted in accordance with the contractor tasking and report requirements specified below. Copies of the Second Notice of Suspension, front and back, and the BMV Form 2007 mailed to vehicle owners shall be provided by the contractor to the BMV for its files via a digital image compatible with Tiff Group 4 and capable of being downloaded into the BMV's document imaging system.
- 21. The contractor will forward to the BMV, by email, any requests for administrative hearings, along with a copy of the Notice of Suspension.
- 22. Closing of contractor files for updating purposes for a specific week shall be 6:00 p.m. on Friday of that week. The electronic ASCII text file for the specific week must be received by the BMV by 8:00 a.m. the following Monday.
- 23. Information/data from correspondence received after the close of a file for a specific week that would normally result in the cancellation of a pending or open suspension case will be forwarded to the BMV on a daily basis via ASCII text file (record layout to be determined by the BMV after award of contract). Records in the contractor's database shall be marked "late information received, forwarded to BMV for case deletion on (date)". This correspondence, in its entirety, will be marked with vehicle plate number and BMV key number and will be forwarded daily to the BMV via a digital image compatible with Tiff Group 4 and capable of being downloaded into the BMV's document imaging system.
- 24. Responses received after the close of a file for a specific week that are inadequate to cancel a case will be sent BMV Form 3308 by the contractor. The documentation will be marked with vehicle plate number, BMV key number and notation "3308 sent". Electronic copies of this correspondence will be forwarded weekly to the BMV via a digital image compatible with Tiff Group 4 and capable of being downloaded into the BMV's document imaging system.
- 25. The contractor is required to correct all file, computer, mailing, data, and other errors within forty-eight (48) hours of discovery or notification. All costs involved in correcting contractor errors, including but not limited to, programming and postage, printing and mail costs of additional letters/notices, will be borne by the contractor and not billed to the BMV.
- 26. The contractor is required to provide the BMV with access from BMV headquarters to the contractor's database for viewing and updating purposes via a secure network connection. The database must be current and available for immediate updating by BMV personnel. The database must be searchable by license plate number, name, partial name, BMV case number and key number. The layout of the database must be approved by the BMV and must not include extraneous information. The database shall include a Comment Log for the purpose of recording written commentary by both the contractor and the BMV personnel.
- 27. The contractor's database must have the capability of being flagged so a specific record cannot be put into compliance without a BMV supervisor override. The purpose of this requirement is to prevent an individual with a history of providing fraudulent documentation to the BMV from re-submitting that documentation to the contractor and having it accepted without verification.
- 28. The BMV may require changes to any and all Notices utilized in this program. Changes must be made within two (2) business days of written request by BMV to contractor to make change.

\* Denotes additional information

SPECIFICATION (Cont'd.)

29. The BMV may request copies of specific Notices. The copies requested by BVM from the contractor must be emailed to the BMV within two (2) business days of written request by BMV to the contractor.
30. All correspondence requiring a response, other than that supplied on BMV Form 3308 shall be marked with the vehicle plate number and BMV key number and forwarded weekly to the BMV via a digital image compatible with Tiff Group 4 and capable of being downloaded into the BMV document imaging system. The correspondence must be forwarded in its entirety.
- \* 31. The contractor shall log all completed customer correspondence and communications, written and verbal, in the Comment Log which shall be a part of the web site provided by the contractor. The BMV customer service team will log customer calls indicating a problem. Calls requesting general information will not be logged by the BMV customer service team. The Comment Log shall only use abbreviations approved and accepted by the BMV. Minimum available space for each comment shall be six hundred (600) characters/spaces. The minimum number of comments shall be twelve (12) per notice.
32. Checks made out to the BMV or Treasurer, State of Ohio for payment of the reinstatement fee and any accompanying documentation must be sent to the BMV via overnight mail.
33. After evaluation of accompanying documentation and appropriate action, all canceled checks received by the contractor for the purpose of showing insurance payment shall be returned to the vehicle owner by the contractor. Checks may be returned as a separate mailing or may be included with other program documents mailed to the vehicle owner.
34. Vehicle owners will have questions regarding the requirements of this random selection program. The contractor shall establish a toll free telephone number and provide the personnel to answer telephone inquiries. The toll free telephone number shall be staffed from 8:00 a.m. through 6:00 p.m. weekdays and from 8:00 a.m. through 2:00 p.m. on Saturdays. Customer service personnel must adhere to the BMV telephone policy when responding to customer inquiries and concerns (Attachment Six). Staffing should be sufficient so that incoming calls are answered within thirty (30) seconds and hold time is limited to two (2) minutes. Staffing will not be required on the following state-observed holidays:
  - a. New Year's Day
  - b. Martin Luther King Jr. Birthday
  - c. Presidents' Day
  - d. Memorial Day
  - e. Independence Day
  - f. Labor Day
  - g. Columbus Day
  - h. Veterans' Day
  - i. Thanksgiving Day
  - j. Christmas Day

The contractor shall not close for other holidays, including religious holidays, and may not close early on the eve of holidays.

35. The contractor shall arrange for a caller service post office box in the state's name. The contractor shall have full access to the lock box and shall pick up the lock box mail daily Monday through Friday and process the mail received as specified in this ITB. Mail pickup may be omitted on state-observed holidays, as listed above.
36. The contractor shall re-set the case numbering each October for cases that have a suspension start date beginning the first week of January the following year.

\* Denotes additional information

SPECIFICATION (Cont'd.)

B. Program Documents

1. The vehicle registration data will be provided to the contractor by the BMV in a File Transfer Protocol (FTP) file in ASCII format. The following is a record from the vehicle registration database.

BMV USE ONLY	25	
*Suspend Code	1	
*Case Number	8	
*Offense Date	8	CCYYMMDD
*Start Date	8	CCYYMMDD
*End Date	8	CCYYMMDD
# FRA	1	
Fee	6	
Plate Number	8	
Category Code	2	
Registration Exp. Date	8	CCYYMMDD
Identification (Key) Number	20	
Model Year	4	CCYY
Make	4	
Name	35	
Address	30	
City	15	
State	2	
Zip	5	
Filler	10	
*Mail Date	8	CCYYMMDD
*Case Deleted	1	
Filler	15	

\* Filled in by contractor

Suspend Code: 1 is a compliant letter without an address change  
 Suspend Code: 2 is a compliant letter with an address change  
 Suspend Code: 3 is a non-compliant letter without an address change  
 Suspend Code: 4 is a non-compliant letter with an address change  
 Suspend Code: 5 is a non-deliverable letter  
 Suspend Code: 6 is a deceased letter  
 Suspend Code: 7 is a new address sent to contractor from non-deliverable  
 Suspend Code: 8 is a non-deliverable letter for the second time.

2. Notice Requiring Proof of Insurance or Other FR Coverage

- a. The Notice Requiring Proof of Insurance or Other FR Coverage printed by the contractor and mailed to vehicle owners is shown in Attachment Two. The variable vehicle registration information to be printed by the contractor consists of the owner's name/address, license plate number, identification (key) number and registration expiration date. The BMV form number is to be printed vertically down the left side of the notice (by owner's name).
- b. The Case Number range shall be determined by the state but generated by the contractor. The Case Number range must contain no duplicates and it must run in sequence. Case numbers shall be re-set every October for cases beginning in January. The BMV will provide the new sequence start number.

SPECIFICATION (Cont'd.)

- \* c. The Notice Requiring Proof of Insurance or other FR coverage shall be mailed in a number 10 envelope having two (two) windows, one (1) for the return address and one (1) for the vehicle owner's name and address or the contractor may use a single window number 10 envelope with the return address printed in the upper left corner of the envelope. The envelope should state "Return Service Requested" to advise of the new address for undeliverable mail. The contractor shall include a number nine (9) return envelope with each notice mailed. The return envelope shall have a bar code to facilitate post office processing.
- d. The mailing date shall be displayed on the top portion of the Notice Requiring Proof mailed to the vehicle owner. The date used by the contractor in evaluating whether or not vehicle owners have financial responsibility coverage will be printed in bold face type on the Notice Requiring Proof and will be the date of the Wednesday previous to the mailing date of the Notice. The random selection will be limited to one (1) vehicle registered to an owner.
- \* e. The vehicle owner's name and address at the top of the form must be positioned to show in the window of the number ten (10) mailing envelope. The license plate number must also appear in the window. The number 10 envelopes may have two (2) windows, one (1) for the return address and one (1) for the vehicle owner's name and address or the contractor may use a single window number 10 envelope with the return address printed in the upper left corner of the envelope. The envelope should state "Return Service Requested" to advise of the new address for undeliverable mail.
- f. The contractor shall provide a toll free telephone number on the notice.

3. First Notice of Suspension

- a. The contractor shall generate and mail the First Notice of Suspension (Attachment Three) to vehicle owners who failed to show proof of FR coverage in existence on the requested date of the notice requiring proof of insurance or other FR coverage and also to vehicle owners who failed to respond to this notice. The contractor shall provide the window envelope and postage for mailing the suspension notice. The postage for return response will be the vehicle owner's responsibility. The response will be to the contractor's address shown on the suspension notice.
- b. The proof of insurance date shall be shown on the top portion of the notice, as well as the year and make of the vehicle, the customer identification (key) number, the dates of suspension and the reinstatement fee amount.
- \* c. The vehicle owner's name and address at the top of the form must be positioned to show in the window of the number ten (10) mailing envelope which contains the First Notice of Suspension. The letter may state "Return Service Requested" provided the window is sufficiently large to read this request and the customer's address. If the window is not large enough to allow the request and customer address to be read, the envelope should state "Return Service Requested" to advise of the new address for undeliverable mail. The license plate number must also appear in the window. The BMV Form Number 3628 is to be printed vertically down the left side of the notice (by the owner's name).
- d. If any correspondence from the customer indicates a change of address and/or name, the contractor shall use this corrected information in mailing the First Notice of Suspension.
- e. If a notice is returned to the contractor with a change of address notation from the postal service, the contractor is to note the address change (update the BMV records) and mail another first Notice of Suspension, utilizing the "new" address. This will not reset the response time nor change the beginning date of the suspension. If a notice of Suspension is returned without a forwarding address from the post office, the contractor is to cancel the suspension and code this as undeliverable on the file returned to the BMV for further processing.

\* Denotes additional information

SPECIFICATION (Cont'd.)

4. Second Notice of Suspension

- \* a. The contractor shall generate and mail, via certified mail, a Second Notice of Suspension, BMV Form 3632 (Attachment Four) and BMV Form 2007, Reinstatement Fee Payment Instructions (Attachment Five) to vehicle owners who have been identified by the contractor. A number nine (9) return envelope is to be included in the mailing. The contractor's name shall not appear on any forms or envelopes mailed to vehicle owners. The contractor shall provide and use forwarding and address correction request envelopes for all suspension notices mailed. The response will be to the BMV address shown on the suspension notice and the telephone number will be the general information number of the BMV.
- b. The proof of insurance date will be shown on the top portion of the notice, as well as the year and make of the vehicle, the customer identification (key) number, the dates of suspension and the reinstatement fee amount.
- \* c. The vehicle owner's name and address at the top of the form must be positioned to show in the window of the number ten (10) mailing envelope which contains the First Notice of Suspension. The letter may state "Return Service Requested" provided the window is sufficiently large to read this request and the customer's address. If the window is not large enough to allow the request and customer address to be read, the envelope should state "Return Service Requested" to advise of the new address for undeliverable mail. The license plate number must also appear in the window. The BMV Form 3632 number is to be printed vertically down the left side of the notice (by the owner's name).
- d. The vehicle owner's name must appear on the BMV Form 2007, as well as the BMV Account (key) number (identification number); BMV Case number and reinstatement fee amount. The BMV's address must be positioned to appear in the window of a number nine (9) return envelope. The BMV Form 2007 number must appear vertically to the left of the BMV's address.
- e. The contractor may print addresses on certified mail return green cards, either indirect impact or labels, if approved by postal authority. The BMV Case number must appear on the label and/or green card.
- f. The contractor must close out each week's mailing by accounting for all Second Suspension Notices mailed as set for in Reports. After an elapsed time of approximately forty (40) days after a given week's mailing, vehicle owners will have either responded to the notice, failed to have responded or the notice was returned by the post office as undeliverable to the BMV.

5. General Requirements for Forms

- a. Printer: The contractor shall use a laser printer to produce forms, letters, etc. with clear, sharp images.
- b. Paper: The form paper must be within the range of twenty (20) to twenty-four (24) pounds by weight for the Notice Requiring Proof of Insurance or Other FR Coverage, the First Notice of Suspension, the Second Notice of Suspension and the Reinstatement Fee Payment Instructions.
- c. Proofs: Prior to mailing a notice requiring proof of insurance or other FR coverage to vehicle owners, the contractor shall submit a proof of all letters, front and back and a proof of the number ten (10) envelope for BMV approval. The proofs shall be submitted to the following address:

Ohio Department of Public Safety  
Administration Division/Purchasing  
1970 W. Broad Street, 5th Floor  
Columbus, OH 43223

\* Denotes additional information

SPECIFICATION (Cont'd.)

C. Program Reports

1. The results of the random selection of vehicle registrations for vehicle owner's compliance with financial responsibility requirements shall be submitted to the BMV on a weekly basis. The weekly report files provided by the contractor to the BMV shall be in the same format as the registration file data the BMV sends to the contractor. The report format is shown in Attachment Seven and must include the following:
  - a. Number of notices mailed requiring proof of insurance or other FR coverage since the previous week's report.
  - b. Results of FR evaluation of all mail received at the lock box the previous week.
  - c. A breakdown by vehicle owner name and license plate number for FR notices returned by the post office as undeliverable.
  - d. A breakdown by name and license plate number of vehicle owners who were mailed a notice of suspension for failure to show FR compliance.
  - e. A breakdown by name and license plate number of vehicle owners who were mailed a notice of suspension for failure to respond to the notice requiring proof of insurance or other FR coverage.
  - f. A summary of program results.
  - g. A number summary of telephone calls received for each day of the preceding week.
2. The report identification is shown at the top of Attachment Seven. The transaction volume will be the volume of all activity completed for the week for mail received at the lock box (i.e. FR verification, suspension notices mailed and the volume of notices returned undeliverable by the post office listed in the report). The report must show separately the number of FR notices mailed for the week. These will be accounted for in subsequent week's evaluation of lock box responses.
3. The report shall be emailed to the BMV by 9:00 a.m. each Friday for the preceding week's mail received at the lockbox and shall include the following information for each week's activity:
  - a. Notices mailed requiring proof of insurance or other FR coverage (since the last report):
    1. Notices;
    2. Batch Number;
    3. Notice Mail Date; and
    4. Number of Notices mailed.
  - b. Verification of proof of insurance or other FR coverage (since last report):
    1. Vehicle Owners in FR compliance;
    2. Verification date;
    3. Number of vehicle owners in FR compliance on mail date of the notice requiring proof of insurance or other FR coverage. Include in this total count late responses that are in FR compliance;
    4. List separately the number of late responses included in the above total count of vehicle owners in FR compliance; and
    5. Break down by vehicle owner name and license plate number, the FR notices returned by the post office as undeliverable.
  - c. Suspension notices mailed for failure to show FR compliance (since last report):
    1. Vehicle owners not in FR compliance on mail date of notice requiring proof of insurance or other FR coverage.

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SPECIFICATION (Cont'd.)

- a) Break down by vehicle owner name and license plate number;
  - b) With each name/license plate number entry, include FR notice mail date and verification date; and
  - c) Show total count of notices of suspension mailed for vehicle owners not in FR compliance.
2. Vehicle owners who fail to respond to notice requiring proof of insurance or other FR coverage.
- a) Break down by vehicle owner name and license plate number;
  - b) With each name/license plate number entry, include FR notice mail date and verification date. Verification date should be thirty (30) to forty (40) days after mail date of verification notice; and
  - c) Show total count of notices of suspension mailed for vehicle owners who failed to respond.
- d. Second suspension notices mailed:
- 1. Vehicle owners that have been designated to receive a Second Notice of Suspension;
  - 2. Break down by vehicle owner name and license plate number;
  - 3. Show Second Notice of Suspension ending date for each vehicle owner; and
  - 4. Show total count of Second Notices of Suspension to vehicle owners.
- e. Summary of verification results:
- 1. Summarize the verification results in the report for the week evaluated as shown in Attachment Seven. Also summarize the total results from the start of the program up to and including the last week that all notices were mailed, requiring proof of insurance or other FR coverage. Ensure all items are accounted for. Enter the date of the last closed out week in the report.
  - 2. In the summary analysis of Attachment Seven, the undeliverable notices are excluded in computing the program FR percentages since the vehicle owner's FR status at the time would be unknown.
  - 3. The summary results represent an average for the week and for the complete program activity to date since responses received at the lock box during a given week could be responses to several different previous week's mailing of notices requiring proof of insurance or other FR coverage.
  - 4. The bidder shall submit, with the bid response, a sample report showing the format and information required.

It is possible report formats may differ from those listed above. Additional reports may be added before or during the term of the contract at no additional cost to the state. These changes and/or additions shall not place an unreasonable burden on the contractor.

D. Program Frequency/Time Schedule

The frequency of random selection of the registration database, mailing FR verification and suspension notices, lock box service and submittal of reports to the BMV on the results of the random selection evaluation is outlined below:

<u>Program Task</u>	<u>Frequency/Time Period</u>
1. The BMV provides the contractor with an electronic file of random registration selection.	Once per week for fifty-two (52) weeks
2. The mailing date for notice requiring proof of insurance or other FR coverage entered by contractor on electronic file.	Five (5) to six (6) days from the generation of electronic file. The BMV will coordinate mail dates with contractor after contract award.

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SPECIFICATION (Cont'd.)

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|--|--|
| 3. The contractor's mailing the notice requiring proof of insurance or other FR coverage.  | Once per week for fifty-two (52) weeks.  |
| 4. The contractor's pickup of lock box mail  | Daily, Monday through Friday   |
| 5. The contractor's submittal of reports via email (address specified later) to BMV of program results. Layout of reports and information covered to be specified later. These reports will not represent an undue burden on contractor.   | By 9:00 a.m. each Friday for proceeding week's Mail received at lock box   |
| 6. The contractor must identify and list on a report the vehicle owners who fail to respond to the notice requiring proof of insurance or other FR coverage, owners not in FR compliance on notice mail date and owners that the post office returned the notice as undeliverable. | With each weekly report submitted, allow thirty (30) to forty (40) calendar days elapsed time after a week's batch mailing to identify owners who fail to respond to the notice. |
| 7. The contractor's mailing of Acknowledgment Notices.   | Once per week for fifty-two (52) weeks   |
| 8. The contractor's mailing of First Notices of Suspension.  | Once per week for fifty-two (52) weeks   |
| 9. The contractor's mailing of Second Notice of Suspension (via certified mail, return receipt requested) to vehicle owners identified by contractor.  | Once per week for fifty-two (52) weeks   |
| 10. The contractor providing reports   | Once per week for fifty-two (52) weeks   |

Considering the time lag in receipt of mail at the lock box, the time period for completing the processing and evaluation could extend beyond fifty-two (52) weeks.

E. Ownership of Software and Data: Any pre-existing software or hardware that is proprietary to the contractor and which is utilized in the performance of activities to fulfill the service requirements to the state of Ohio under the contract will remain under the sole ownership of the contractor. Any software written expressly for the use of interfacing with and operation of state computer systems will be the property of the state.

1. 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 USCA § 2721, et seq., and ORC 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 determination of financial responsibility. 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 producing and mailing the notices regarding determination of financial responsibility 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 unless it is required for producing and mailing the notices for determination of financial responsibility. The contractor agrees not to use, retain or disclose any state supplied data for any other purpose.

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SPECIFICATION (Cont'd.)

2. 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 production and mailing of the final batch of suspension notices for each file. Contractor will continue to maintain state supplied information on the contractor's website utilized by the state for program information and updating purposes for a period of twelve (12) months from the date the information is placed on the website. After deleting information, the contractor must be sure any storage that was used is properly sanitized, following state standards (using a degaussing tool or wiping software). The current state policy regarding the sanitation of IT equipment is located at [http://www.oit.ohio.gov/IGD/policy/pdfs\\_policy/ITP-E.1.pdf](http://www.oit.ohio.gov/IGD/policy/pdfs_policy/ITP-E.1.pdf).
3. 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 disclosure by contractor's agents or employees or by any other person.

F. Security

The contractor shall provide security in the transportation, storage and processing for the state documents/materials while in the contractor's possession. The contractor and its agents shall not use or disseminate any registration data provided by the state for any purpose other than in conducting the program as set forth in this ITB.

1. Security Plan: The contractor must have physical security covering their facility (theft, alarm system, fire protection, etc.)
2. Data Security: The contractor must meet current and future state and ODPS security policies, by reviewing and adhering to all applicable state of Ohio IT security standards, policies and bulletins. This information is available by selecting the following link: <http://www.oit.ohio.gov/IGD/policy/OhioITPolicies.aspx>.
3. Security Breach: The contractor 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 ODPS using the ODPS Security Breach Notification Protocol that will be supplied upon award.
4. System Security: The contractor must implement methods for safeguarding against loss of records being captured for central storage and to prevent unauthorized persons from using the system. The contractor must ensure only the appropriate personnel have access to ODPS files.

G. Business Continuity Plan

1. The contractor must submit with the bid response a business continuity plan to ensure that the contractor's system is recoverable from and remains in operation during an unexpected crisis.
2. The contractor's business continuity plan must provide for the continuation of business with no interruptions and loss of services, other than for scheduled application updates and upgrades.
3. The business continuity plan and methodology provided by the contractor must also easily adapt to vulnerabilities and ever-changing threats and integrates privacy and security into the business continuity process.

H. Disaster Recovery Plan

1. The contractor must submit with the bid response a disaster recovery plan that includes the process, policies and procedures of restoring operations critical to the resumption of the 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.
2. The contractor must provide a well-established and thoroughly tested disaster recovery plan.
3. The contractor must 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.

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SPECIFICATION (Cont'd.)

I. Quality Control and Quality Assurance Plan

The contractor must provide with the bid response a Quality Control and Quality Assurance Plan to ensure continuity of services and provide the highest level of customer service, including customer complaint resolution. The contractor's quality control methodology must ensure that the work fulfills the requirements of this contract. The contractor must ensure that appropriate quality control measures are utilized for the issuance of BMV forms.

J. Transition Requirements and Plan

The contractor shall provide with the bid response a plan for transitioning the contract to either another contractor or to the state of Ohio. This plan will be updated as required and submitted to the ODPS. The transition plan shall include, but not be limited to, the following:

1. Define transition tasks
2. Breakdown of the contractor and the ODPS roles and responsibilities for a successful transition
3. Identify critical and non-critical dependencies
4. Data conversion requirements

At the expiration of this contract, the contractor will cooperate with any subsequent contractor or the state of Ohio, who might assume operation of the project. The ODPS will withhold final payment to the contractor until transition to the new contractor is complete. The state of Ohio will give the contractor a thirty (30) day notice that a transfer will occur. The contractor must coordinate the transition of all program components (e.g. files, data, website, etc.) to the new contractor or back to the state of Ohio upon notice of contract termination. The contractor will continue to process telephone inquiries utilizing customer service personnel, for a thirty (30) day period after transfer occurs, and will utilize a recording on the toll free telephone line re-directing customers to a BMV specified number for an additional sixty (60) day period.

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

IV. BID PRICING

The bid pricing page includes four (4) tasks for which a price per transaction (mailing) is requested, along with an estimated annual usage for each task. When determining the bid price for each task, the bidder shall consider the cost of the requirements of each task listed below. All costs associated with the performance of the program shall be included in the bid prices as there will be no reimbursable expenses under a contract issued pursuant to this ITB.

A. Financial Responsibility Verification Cost: The cost per transaction shall include, but not be limited to, the following:

1. Providing the Notice Requiring Proof of Insurance or Other FR Coverage
2. Printing the Notice Requiring Proof of Insurance or Other FR Coverage
3. No. 10 window envelopes for mailing the Notice to vehicle owners and a No. 9 return envelope
4. Postage for contractor mailing the No. 10 window envelope (postage for the No. 9 return envelope will be paid by the vehicle owner). No. 10 envelopes shall bear contractor's return address and notation, "Return Service Requested".
5. Lock Box rent and service of daily pick up of return mail Monday through Friday

\* No changes on page; provided due to re-pagination

SPECIFICATION (Cont'd.)

6. Evaluation of responses received from vehicle owners to determine if each owner had FR coverage in effect on the proof of coverage date shown on the notice, or provided acceptable documentation to prove an exemption.
7. Checking responses for name/address change marked on the form box and updating the file.
8. Providing BMV with a transaction report via FTP on a weekly basis with the information described on pages 16 through 18 under "Reports".
9. Correcting all file, computer, mailing, data and other errors within forty-eight (48) hours of discovery or notification. All costs involved in correcting contractor errors, including, but not limited to, programming and postage, printing and mailing costs of additional letters/notices, will be borne by the contractor and will not be billed to the ODPS/BMV.
10. Printing and re-sending Notice Requiring Proof to the new address provided by the post office with same proof of coverage date and updating file for returned mail with forwarding address,.
11. Postage for re-mailing of Notice Requiring Proof to the new address
12. Coding file to inform BMV of mail without forwarding address for future processing by BMV and canceling pending suspension.
- \* 13. Responding to customer with BMV Form 3308 within five (5) business days after receipt of information from customer, up to a maximum of three (3) responses, advising customer of detailed reason for deficiency for incomplete or invalid responses.
14. Provide and print BMV Form 3308 "Proof of Insurance".
15. No. 10 window envelopes for mailing BMV Form 3308
16. Postage for mailing BMV Form 3308
17. Maintaining secure network connection with access for BMV headquarters to the contractor's database for viewing and updating purposes.
18. Forwarding weekly to the BMV via a digital image compatible with Tiff Group 4 and capable of being downloaded into the BMV's document imaging system all correspondence not meeting acceptable proof criteria. Documents will be marked with vehicle plate number and BMV key number.
19. Forwarding information/data from correspondence received after the close of a file for a specific week that would normally result in the cancellation of a pending or open suspension case on a daily basis via ASCII text file, with record layout to be determined by the BMV at a later date. Records in the contractor's database will be marked "late information received, forwarded to BMV for case deletion on (date)". This correspondence in its entirety will be marked with vehicle plate number and BMV key number, and will be forwarded daily to the BMV via a digital image compatible with Tiff Group 4 and capable of being downloaded into the BMV's document imaging system.
20. Forwarding to the BMV by email and overnight mail any requests for administrative hearings, along with a copy of the Notice of Suspension.
21. Forwarding weekly to the BMV, via a digital image compatible with Tiff Group 4 and capable of being downloaded into the BMV's document imaging system, all correspondence requiring a response, other than that supplied on BMV Form 3308, marked with vehicle plate number and BMV key number.
22. Flagging database so that a specific record cannot be put into compliance without a BMV supervisor override.

\* Denotes correction of form number

SPECIFICATION (Cont'd.)

23. Changes to Notices are to be made within two (2) business days
  24. Forwarding checks made out to the Bureau of Motor Vehicles or Treasurer, State of Ohio, and any accompanying documentation to the BMV via overnight mail. Cancelled checks for the purpose of showing insurance payment will be returned by the contractor to the customer, after evaluation of accompanying documentation and appropriate action.
  25. Returning all registration electronic files to the BMV by the end of the program.
  26. Providing toll free telephone number and personnel to answer telephone inquiries, staffed from 8:00 a.m. to 6:00 p.m. on weekdays and from 8:00 a.m. to 2:00 p.m. on Saturdays. Staffing should be sufficient so that incoming calls are answered within thirty (30) seconds and hold time is limited to two (2) minutes. Customer service personnel must adhere to Bureau telephone policy when responding to customer inquiries and concerns.
  27. Transferring files, incoming mail, customer inquiries and website information per BMV requirements when contract is completed or canceled.
- B. Acknowledgment Notice Cost: The cost per transaction shall include, but not be limited to, the following:
- \* 1. Provide and print (one-sided printing) a one (1) page "Acknowledgment Notice".
  2. No. 10 window envelope for mailing "Acknowledgment Notice" bearing contractor's return address. Notation regarding return service is not used.
  3. Postage for mailing "Acknowledgment Notice".
  4. Respond to customer with "Acknowledgment Notice" within five (5) business days after receipt of satisfactory insurance information from vehicle owner.
- C. First Notice of Suspension Cost: The cost per transaction shall include, but not be limited to, the following:
1. Generating information for the First Notice of Suspension and printing the notice.
  2. Providing window envelope (No. 9 or 10) and postage for contractor mailing the first suspension notice to vehicle owners who fail to show FR compliance. Envelope shall bear contractor's return address and notation "Return Service Requested".
  3. Evaluation of responses received from vehicle owners to determine if each owner had FR coverage in effect on the mailing date shown on the notice or provided acceptable documentation to prove an exemption.
  4. Re-send First Notice of Suspension to new address provided by post office with same proof of coverage date for returned mail with forwarding address.
  5. Coding file to inform BMV of mail without forwarding address for future processing by BMV and canceling pending suspension.
  6. Providing, printing and mailing BMV Form 3308 "Proof of Insurance".
  7. Respond to vehicle owner with BMV Form 3308 within five (5) business days after receipt of information from vehicle owner for incomplete or invalid responses. Provide a maximum of one (1) response, advising vehicle owner of detailed reason for deficiency. This action will not delay the start of the suspension. Return address for this form is the BMV's Columbus address.
  8. Forwarding to the BMV on a daily basis via ASCII text file all responses received after the close of a specific week's file that would result in the cancellation of a pending or open suspension.

\* Denotes additional information

SPECIFICATION (Cont'd.)

9. Maintaining secure network connection with access from BMV headquarters to the contractor's database for viewing and updating purposes.
10. Forwarding to the BMV by fax and overnight mail any requests for administrative hearings, along with either a copy of the Notice of Suspension, or data listing Case No., proof of coverage date and the starting and ending dates of the suspension.
11. Providing the BMV with a transaction report on electronic file on a weekly basis.
12. Correcting all file, computer, mailing, data and other errors within forty-eight (48) hours of discovery or notification. All costs involved in correcting contractor errors, including, but not limited to, programming and postage, printing and mailing costs of additional letters/notices, will be borne by the contractor and will not be billed to the BMV.
13. Provide an accounting each week in the transaction report to the BMV of the number of first suspension notices mailed since the previous week's report.
14. Providing toll free telephone number and personnel to answer telephone inquiries, staffed from 8:00 a.m. to 6:00 p.m. on weekdays and from 8:00 a.m. to 2:00 p.m. on Saturdays. Staffing should be sufficient so that incoming calls are answered within thirty (30) seconds and hold time is limited to two (2) minutes. Customer service personnel must adhere to BMV's telephone policy when responding to customer inquiries and concerns.

D. Second Notice of Suspension Cost: The cost per transaction shall include, but not be limited to, the following:

1. Generating the Second Notice of Suspension (Attachment Four) and BMV Form 2007, Reinstatement Fee Payment Instructions (Attachment Five) and printing the notices.
2. Window envelope (No. 9 or 10) and postage (Certified Mail, Return Receipt Requested) for contractor mailing the second suspension notice to vehicle owners who fail to show FR compliance. Envelope shall bear return address of BMV.
3. Copies of the Second Notice of Suspension and BMV Form 2007, Reinstatement Fee Payment Instructions mailed to vehicle owners will be provided to the BMV for its files via a digital image compatible with Tiff Group 4 and capable of being downloaded into the BMV's document imaging system.
4. Return of electronic ASCII text file to BMV for loading into the BMV computer system.
5. Provide an accounting each week in the transaction report to the BMV of the number of second suspension notices mailed since the previous week's report.
6. Correcting all file, computer, mailing, data and other errors within forty-eight (48) hours of discovery or notification. All costs involved in correcting contractor errors, including, but not limited to, programming and postage, printing and mailing costs of additional letters/notices, will be borne by the contractor and will not be billed to the BMV.

V. CONTRACTOR QUALIFICATIONS

- A. The bidder must have four (4) years experience in successfully completing contracts utilizing program(s) similar to this program.
- B. The bidder must have the computer and mailing systems to be used, including software and programming.
- C. Contractor's Facilities: All services and related functions are to be accomplished at a facility owned, rented or leased by the contractor or their subcontractor for such services. The state reserves the right to visit the facility at any time during the contractor's or subcontractor's normal business hours.

\* No changes on page; provided due to re-pagination

SPECIFICATION (Cont'd.)

VII. NOTES

A. Submission of Contractor's Invoices

1. The contractor shall submit an original and two (2) copies of each invoice to:

The Ohio Department of Public Safety  
Attn: Fiscal Services  
P.O. Box 16520  
Columbus, OH 43216-6520

2. Payments to the contractor shall be per transaction for services and material provided in conducting this random selection program, as outlined in the ITB.
3. The payments for verification of proof of insurance or other financial responsibility (FR) coverage shall be for transactions completed in the following five (5) categories:
  - a. Vehicle owners in FR compliance
  - b. Vehicle owners not in FR compliance on the proof date of the notice requiring proof of insurance or other FR coverage.
  - c. Vehicle owners who fail to respond to the notice.
  - d. Notices returned by the post office as undeliverable.
  - e. BMV Forms 3308 mailed out.

- \* 4. Payment will be made for the fifty-four hundred (5,400) Notices mailed each week requiring Proof of Insurance or other FR coverage. Payment will not be made separately for deficiency notices and re-mailings due to change of address. All costs associated with deficiency notices and re-mailings due to change of address are to be included in the bid price for Notices Requiring Proof of Insurance.

From May 1, 2009 through April 30, 2010 there were thirty thousand two hundred and forty (30,240) deficiency notices sent. In April, 2010 there were thirty-one (31) re-mailings of Notices Requiring Proof of Insurance.

- \* 5. Payments per transaction for the Acknowledgment Notice shall be for the total number of Acknowledgment Notices mailed. There is no requirement to re-mail Acknowledgment Notices returned by the post office due to lack of correct address.
6. Payments per transaction for First Notices of Suspension of driving privileges generated and mailed shall be for transactions completed in the following three (3) categories:
    - a. Vehicle owners not in FR compliance on the mail date of the notice requiring proof of insurance or other FR coverage.
    - b. Vehicle owners who fail to respond to the FR notice.
    - c. BMV Forms 3308 mailed.
  7. Payments per transaction for Second Notices of Suspension shall be for the actual number of Second Notices mailed.

- B. Test of IT: After award of the contract and prior to contract inception, the contractor will test the transmission of the BMV data from and to BMV in the formats which will be used when the system goes live to verify the compatibility between the ODPS and contractor's systems. This must include the FTP process, the Tiff Group 4 and the Bar Code scan of BMV Form 2007. Failure to achieve successful transmission and compatibility of systems will deem the contractor out of compliance with contractual requirements and may result in termination of the contract award.

\* Denotes additional information

SPECIFICATION (Cont'd.)

- C. Acceptance: There will be no formal acceptance procedure unless the ITB expressly provides otherwise. If the ITB does 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 the contract.
- D. Laws, License and Regulations: The contractor shall acquire, at their expense, any permits, approvals, licenses, certifications or similar authorizations required by any federal, state or local agency to perform the total services of the project, as well as maintaining them throughout the term of the contract. Further, the contractor shall comply with any and all laws, rules and regulations pertaining to the performance of services delivered through this contract.
- E. 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 term contract, such will be the sole and exclusive responsibility of the contractor. The contractor shall 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 at a later time.
- F. Related Contracts: By the signature on page 1 of the bid response, the bidder warrants that they have note and will not enter into any contracts without prior written approval of the state to perform substantially identical services for the state such that the project duplicates the work done or to be done under the other contract(s).
- G. Sub-Contracting: The contractor may not enter into subcontracts for the work after award of the contract without prior written approval from DAS. The contractor will not require the state's written approval to subcontract for the purchase of commercial goods that are required for satisfactory completion of the work. All subcontracts shall be at the sole expense of the contractor.
- H. Record Keeping: The contractor will keep all financial records in accordance with generally accepted accounting practices consistently applied. The contractor will file documentation to support each action under the contract in a manner allowing it to be readily located. The contractor will keep all project-related records and documents at its principal place of business or at its office where the work was performed.
- I. Audits: During the term of any term contract issued pursuant to this ITB and for three (3) years after the payment of the contractor's fee, on reasonable notice and during normal business hours, the state may audit the contractor's records and other materials that relate to the project. This audit right shall also apply to the state's duly authorized representatives and any other person or organization providing financial support for the project. Unless it is impracticable to do so, all records related to this contract must be kept in a single location, either at the contractor's principle place of business or its place of business where the work was performed. If this is not practical, the contractor will assume the cost of collecting, organizing and relocating the records and any technology necessary to access the records to the contractor's office nearest to Columbus, Ohio whenever the state or anyone else with audit rights requests access to the contractor's project records. The contractor shall relocate records, if necessary, within five (5) business days of written request. If any audit reveals any material deviation from the project's specifications, any misrepresentation or any overcharge to the state, the state will be entitled to recover damages, as well as the cost of the audit.
- J. State/Contractor Representatives: The state's representative under the contract will be the person referenced in the ITB or identified in a subsequent notice to the contractor as the "Agency Project Representative". The Agency Project Representative will review all reports made in the performance of the project by the contractor, will conduct all liaison with the contractor and will accept or reject the deliverables and the completed project. The Agency Project Representative may assign to a manager responsibilities for individual aspects of the project to act as the Agency Project Representative for those individual portions of the project.

The contractor's Project Manager under the contract shall be the person identified in the bid response as the "Project Manager". The Project Manager shall conduct all liaisons with the state under the contract. The Project Manager may not be replaced without the approval of the state if he/she is identified in the bid response as a key individual on the project.

Either party, upon written notice to the other party, may designate another representative.

\* No changes on page; provided due to re-pagination

SPECIFICATION (Cont'd.)

K. Work Responsibilities

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

If the project, or parts of it, 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 will complete an installation letter and secure the signature of the Agency Project Representative certifying that installation is complete and the project, or applicable portion of it, is operational. The letter shall describe the nature, date and location of the installation, as well as the date it was certified as installed and operational by the Agency Project Representative.

- L. Excusable Delay: Neither party will be liable for any delay in its performance that arises from causes beyond its control and with its negligence or fault. The delayed party will notify the other promptly of any material delay in performance and will 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 must also 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 controlled by the contractor's subcontractors will be considered controllable by the contractor, except for third party manufacturers supply commercial items and over whom the contractor has no legal control.
- \* M. BMV Form 3308: A Form 3308 mailed prior to the First Notice of Suspension should show the return address of the contractor. A Form 3308 mailed after the First Notice of Suspension has been mailed should show the return address of the BMV Columbus office.
- \* N. Overnight Mail Cost: The contractor will not be responsible for the cost of overnight mail to BMV of the checks and requests for administrative hearings. The BMV will provide the contractor with the BMV carrier service contract number.

YOUR BID:

Bidders shall not insert a unit price more than 3 digits after the decimal point. Digit(s) beyond 3, after the decimal point, shall be dropped by State Purchasing and not used in the evaluation and any subsequent award.

OAKS ITEM ID	ITEM	ESTIMATED ANNUAL USAGE	PRICE PER TRANSACTION (MAILING)
	Verification of Proof of Insurance or Other Financial Responsibility Coverage	280,000 mailings	\$
	First Notice of Suspension	64,000 mailings	\$
	Acknowledgment Notice	208,000 mailings	\$
	Second Notice of Suspension mailed via certified mail, return receipt requested (cost to include postage and all other related costs)	25,000 mailings	\$
	Performance Bond Cost (Not included in cost of mailings) **		

\* Denotes additional information

\*\* Shall not be included in the bid evaluation