

**REQUEST FOR INFORMATION**  
**RFI #15-102**

DATE ISSUED: OCTOBER 31, 2014

The state of Ohio, through the Ohio Department of Public Safety, Office of Administration, Procurement Services, is requesting information for:

**THE OHIO BUREAU OF MOTOR VEHICLE (OBMV) INTERACTIVE VOICE  
RESPONSE (IVR) SYSTEM FOR VEHICLE REGISTRATION RENEWALS  
AND ORDERING OF SPECIAL PLATES**

YOU ARE INVITED TO SUBMIT INFORMATION FOR THE SERVICES DESCRIBED IN THIS DOCUMENT. THE INFORMATION MUST ARRIVE TO:

JEFFREY S. SHADBURN  
CHIEF, PROCUREMENT SERVICES  
OHIO DEPARTMENT OF PUBLIC SAFETY  
1970 W. BROAD ST., 5<sup>TH</sup> FLOOR  
P.O. BOX 182081  
COLUMBUS, OH 43218-2081

OR

SEND ELECTRONICALLY AS AN ATTACHMENT TO:  
[CHRISTINA.LOCHBAUM@DPS.STATE.OH.US](mailto:CHRISTINA.LOCHBAUM@DPS.STATE.OH.US)

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**1 General Overview**

**1.1 Background:**

The Bureau of Motor Vehicles oversees driver and motor vehicle licensing and registration. This includes the responsibility for the Interactive Voice Response (IVR) system through the website for the Ohio Public Licensing Access through Electronic Services (OPLATES) located at <https://www.oplates.com/> which many Ohioans use to renew vehicle registrations and perform other business transactions.

Anyone in Ohio who owns a motor vehicle must within 90 days of the previous registration expiring, renew vehicle registrations. The Ohio Revised Code, Section 4503.102 located at <http://codes.ohio.gov/orc/4503.102> requires a centralized system of motor vehicle registration renewal by mail or electronic means. Vehicle registrations may also be renewed at a deputy registrar's office. This process has been in effect since February 1988.

Within forty-five days prior to the registration expiration date of a vehicle registration, a renewal notice is mailed or e-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 US mail with any changes or updates.

Or, the vehicle owner may return the form to a nearby deputy registrar's office, or they may renew through use of the telephone Interactive Voice Response system (IVR), or on-line through <https://www.oplates.com/>. The option must be available for the vehicle owner to print a temporary registration from a home computer.

## **1.2 Purpose:**

The ODPS/OBMV is soliciting a Request for Information (RFI) for an automated IVR system to renew vehicle registrations, check availability of special plates, order special license plates via a plate exchange option, order replacement registration stickers, order a replacement registration document, request driving record abstract(s), check vehicle registration status, fleet renewal, and pay reinstatement fee(s) that is compatible with the current vehicle registration system. The solution shall meet the requirements outlined in Section 1.3.

The result of this RFI will serve the purpose of evaluating the feasibility of contracting for the services that will allow for the increase in accuracy in respect to time scheduling and cost estimation before proceeding with a possible procurement. This RFI does not represent a procurement of services. The ODPS/OBMV does not intend to pay compensation for any work that may result from this survey of the market.

The purpose of this RFI is to provide service providers sufficient information regarding the ODPS/OBMV requirements. The information provided by service providers may be used to develop specifications for an Invitation to Bid (ITB) in order to meet the minimum requirements of the ODPS/OBMV. The ODPS/OBMV may enter into a contract with one (1) Contractor for the period of award of the contract through December 31, 2016. At the discretion of the ODPS/OBMV and by mutual agreement, the ensuing contract may be renewed for two (2), one (1) year renewals.

It is agreed and understood that responses to this RFI are considered to be working documents while they are under review and are not subject to Ohio's Public Records laws.

Only communication initiated and requested by the ODPS/OBMV is permissible. Any form of communication between any Respondent (or any of its representatives or agents) with the ODPS/OBMV staff during this evaluation process must be through ODPS/Procurement Services, Christina Lochbaum at 614-466-3073 or via email at [cdlochbaum@dps.ohio.gov](mailto:cdlochbaum@dps.ohio.gov).

## **1.3 Scope of Work:**

### **1.3.1 IVR System Requirements Interactive Voice Response functions.**

1.3.1.1 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.

1.3.1.2 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.

1.3.1.3 Customers must have the option to connect to a live OBMV 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. EST

NOTE: This is not the live chat function.

### **1.3.2 IVR Individual Vehicle Registration Renewal, Driving Record Abstract(s), and Reinstatement Fee(s) System Requirements. 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).**

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

**1.4 Estimated Schedule:**

RFI Release October 31, 2014

Inquiry Period Begins October 31, 2014

Inquiry Period Ends November 7, 2014 at 8:00 a.m. EDT

RFI opening December 12, 2014 at 3:00 p.m. EDT

**2 Submission of RFI and Additional Respondent Responsibilities****2.1 Inquiries:**

Respondents may make inquiries regarding this RFI any time during the inquiry period listed in Section 1.4, Estimated Schedule. To make an inquiry, Respondents must use the following process:

2.1.1 Access the State Procurement Web site at <http://www.ohio.gov/procure>;

2.1.2 From the Navigation Bar on the left, select "Find It Fast";

2.1.3 Select "Doc/Bid/Schedule #" as the Type;

2.1.4 Enter "ODPS" and the RFI Number found on Page 1 of the document;

2.1.5 Click "Find It Fast";

2.1.6 On the document information page, click "Submit Inquiry";

2.1.7 On the document inquiry page, complete the required "Personal Information" section by providing:

2.1.7.1 First and last name of the prospective Respondent's representative who is responsible for the inquiry;

2.1.7.2 Name of the prospective Respondent;

2.1.7.3 Representative's business phone number; and

2.1.7.4 Representative's e-mail address.

2.1.8 Type the inquiry in the space provided including:

2.1.9 A reference to the relevant part of this RFI;

2.1.10 The heading for the provision under question; and

2.1.11 The page number of the RFI where the provision can be found.

2.1.12 Click "Submit".

2.1.13 Respondents submitting inquiries will receive an immediate acknowledgement that their inquiry has been received as well as an e-mail acknowledging receipt. Respondents will not receive a personalized e-mail response to their question, nor will they receive notification when the question has been answered.

2.1.14 Respondents may view inquiries and responses using the following process:

2.1.14.1 Access the State Procurement Web site at <http://www.ohio.gov/procure>;

2.1.14.2 From the Navigation Bar on the left, select "Find It Fast";

2.1.14.3 Select "Doc/Bid/Schedule #" as the Type;

2.1.14.4 Enter "ODPS" and the RFI Number found on Page 1 of the document;

- 2.1.14.5 Click "Find It Fast";
- 2.1.14.6 On the document information page, click the "View Q & A" button to display all inquiries with responses submitted to date.
- 2.1.15 The State will try to respond to all inquiries within forty-eight (48) hours of receipt, excluding weekends and State holidays. The State will not respond to any inquiries received after 8:00 a.m. on the inquiry end date.

**2.2 Clarifications:**

- 2.2.1 The ODPS/OBMV may request clarifications to ensure the RFI responses are understood by the ODPS/OBMV.
- 2.2.2 Clarifications shall be requested using e-mail to an address specified in the RFI response, and clarifications shall be sent to the ODPS/OBMV as a "reply" to the request for clarification within 24 hours (not including weekends or holidays).

**2.3 Intentions:**

RFI responses should be:

<b>Mailed to:</b> Jeffrey S. Shadburn Chief, Procurement Services Ohio Department of Public Safety 1970 W. Broad St., 5 <sup>th</sup> floor P.O. Box 182081 Columbus, Ohio 43218-2081	<b>Delivered to:</b> Jeffrey S. Shadburn Chief, Procurement Services Ohio Department of Public Safety 1970 W. Broad St., 5 <sup>th</sup> floor Columbus, Ohio 43223 (614) 752-7876
<b>Emailed to:</b> Christina D. Lochbaum	Christina.Lochbaum@dps.state.oh.us

**DELIVERY INSTRUCTIONS**

RFI's, whether delivered through U.S.P.S., UPS, FedEx, electronically, or by hand to the ODPS must be complete.

If delivering RFI in person to the ODPS, come to the loading docks on the South side of the building. There is a door to the immediate right of the right most loading bay. Next to the door is a bell to ring for service. Deliver the RFI to the ODPS mail room. Make sure the time and date of delivery is noted on the RFI and logged by the person receiving the envelope. If any problems are encountered, in the delivery, and to verify receipt of the RFI call Christina Lochbaum at (614) 466-3073. Attempts to deliver to the OSHP Officer at the front desk of the Ohio Bureau of Motor Vehicles Customer Service Center will be refused. The RFI's will be received between the hours of 8:00 A.M. and 4:00 P.M. Monday through Friday.

**2.4 Content of RFI Response:**

- 2.4.1 Information/Cost Summary (Attachment 1):  
  
Respondents will complete the Information/Cost Summary form/table found in Attachment 1 and include all resources and costs associated with performing the work as outlined by the type of vehicle specified. Pricing is to be reflected in a cost per vehicle. In addition, Respondents are to provide time estimates for the completion of services. Each Respondent must complete the Information/Cost Summary forms in the exact format provided.
- 2.4.2 Exceptions to Scope of Work, Section 1.3 (Attachment 2):  
  
Respondents may list and describe any exceptions to the Scope of Work, Section 1.3 of this RFI in the event that the ODPS/OBMV would issue an ITB for the services identified in Section 1.3 of this RFI. Submission of Attachment 2 is optional.

2.4.3 Special Considerations (Attachment 3):

Respondents may list and describe any special considerations and/or any expectations the Contractor would have for the ODPS/OBMV in performing the services listed in Section 1.4 of this RFI. These special considerations may include, but are not limited to, advance scheduling and facility access requirements. Submission of Attachment 3 is optional.

2.4.4 Quality Control (Attachment 4):

Respondents may use Attachment 4 to provide the State with information regarding critical quality control requirements for consideration during the performance of services identified in Section 1.3. Submission of Attachment 4 is optional.

2.4.5 Descriptive Literature:

The Respondent may submit, with their RFI response, descriptive literature and/or references to websites highlighting the Contractor's services as outlined in Section 1.3. Submission of descriptive literature is desired by the ODPS/OBMV, but is optional.

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**ATTACHMENT 1****INFORMATION / COST SUMMARY TABLE*****\*This is an estimate not a quote***

Respondents will complete the Information/Cost Summary Table, below, and identify all costs and estimated time of completion associated with services identified in Section 1.3. All costs are to be provided in a cost-per-vehicle response. The Respondent shall submit one (1) Attachment 1 per response, but may copy as many forms as needed to submit multiple responses. The following table is provided to assist in providing this information.

**Respondents Name:** \_\_\_\_\_ **Vendor Name:** \_\_\_\_\_

Description	Estimated Cost Based on 30,000 Annual Transactions
Provide Interactive Voice Response (IVR) System	\$

**ATTACHMENT 2**  
**EXCEPTIONS TO SCOPE OF WORK (SECTION 1.3)**  
**Note: Submission of this Form is Optional.**

COMPANY NAME: \_\_\_\_\_ RESPONDENT'S NAME: \_\_\_\_\_

Please list any exceptions your Company would have to the Assumptions Scope of Work (Section 1.3) of this RFI in the event the ODPS/OBMV would issue an ITB for contracting for these services in the future. In addition, describe the reason(s) for the exception(s) and alternatives your company would offer in lieu of each exception.

**ATTACHMENT 3**  
**SPECIAL CONSIDERATIONS**  
**Note: Submission of this Form is Optional.**

COMPANY NAME: \_\_\_\_\_ RESPONDENT'S NAME: \_\_\_\_\_

Please list and describe any special considerations and/or any expectations, such as advance scheduling requirements, your company would have in performing the services identified in Section 1.3 of this RFI.

**ATTACHMENT 4  
QUALITY CONTROL**

**Note: Submission of this Form is Optional.**

COMPANY NAME: \_\_\_\_\_ RESPONDENT'S NAME: \_\_\_\_\_

If applicable, please use this form to help the State identify critical quality control requirements in the performance of services identified in Section 1.3.

Empty response area for quality control requirements.