

**Interactive Voice Response (IVR) for the Ohio Bureau of Motor Vehicles (OBMV)
Request for Quotation (RFQ) 16-101
Non-Mandatory Site Visit
Wednesday, October 14, 2015 at 1:00 P.M.
Questions and Answers**

Q. Section 3.5.2 on page 13 of the RFP states that the Offerors will provide and attach a comparison of their approved STS rates and the discounted rates included in the RFQ responses. Does this need to be included with the bid submission?

A. Yes, this needs to be submitted with the bid.

Q. What is the "go live" date?

A. In 6 to 9 months.

Q. Will the development be onsite?

A. Can be developed offsite.

Q. How will the Offeror's credentials be assessed?

A. This will be evaluated from completion of the attachments provided in the RFQ document.

Q. Can we get a copy of the attachments in a Word document?

A. Yes, these will be sent. The Word document can also be requested by emailing DBryan@dps.ohio.gov

Q. Is there a call flow diagram?

A. Yes, this will be place on [Procurement Opportunity Search Details](#) or can be obtained by emailing DBryan@dps.ohio.gov

Q. Is the OPLATES/IVR still functional?

A. The OPLATES system is still functional. The previous IVR ceased in June 2015.

Q. Will there be any enhancements?

A. No, this solicitation does not require enhancements

Q. Are there any enhancements in the RFQ?

A. This can be obtained from the call flow diagram.

Q. Do you want to know vendor capabilities?

A. No, the ODPS/OBMV is looking for an IVR system that is already developed.

Q. Does IVR connect with a database?

A. Yes.

Q. Is the call center done through a third party?

A. No, it is in-house

Q. Do web services exist or will they exist in the future?

A. Can be either.

Q. Where is the phone number on the BMV renewal mailer directed?

A. To the Ohio Department of Public Safety (ODPS)/Ohio Bureau of Motor Vehicles (OBMV).

Q. What does a four (4) minute call entail? Does it include making a payment?

A. Yes

Q. What is the breakdown of the transactions types for the 75,000 estimated transactions on the Cost Summary Table?

A. In 2014 there were a total of 41,000 transactions. 800 of the transactions were for abstract. 7,000 of the transactions was for reinstatements. The bulk of the transactions is plate renewals.

The volume could increase to 75,000 because of the number of plates available.

When

Q. Are there any reports?

A. Yes, but very limited.

Q. What kind of reports? Is it for payment processing?

A. No, this report comes from the payment portal.

Q. Does the awarded contractor need to connect to OPLATES?

A. Yes, the vendor will need to connect to OPLATES, or more specifically, the services within OPLATES (as opposed to the website itself).

Q. What is the turnaround time for sub-contractor approval?

A. Twenty-four (24) to Forty-eight (48) hours.

Q. Will there be a selection process?

A. The award will be based on lowest price bid.

Q. Will callers be asked to enter plate numbers or an alternate number?

A. Yes.

Q. Is advance speech needed for the system?

A. Yes.

Q. Where is acceptance testing to be done?

A. It can be done offsite.

Q. Will the system allow for live transfer?

A. Yes, but only during business hours.

Q. Does the OBMV take care of any message changes?

A. Yes.

Q. What about any maintenance down times.

A. A message can be communicated to the public?

Q. Will it be encrypted or point to point to access web services?

A. We did point to point with the pervious IVR system.

Q. Who processes ACH?

A. This is done through the payment portal.

Q. Is HTTPS used?

A. VPN is secure.

Q. Is there a need to record transactions?

A. No

Q. Section 4.3.4 on page 15 states that Offeror's expected ODPS personnel staffing commitment to complete this Project within the expected timeframe.

A. This will be discussed at project kick off.

Q. Should the bid include assumptions?

A. No, assumptions will not be accepted as part of the bid response.