

ADDENDUM

The following is an Addendum to the Request for Quote # 16-101 for **The Ohio Bureau of Motor Vehicles Response (IVR) System for Vehicle Registration Renewals and Ordering of Special Plates** (hereinafter referred to as the "RFQ") issued on **September 28, 2015** by the Ohio Department of Public Safety (hereinafter referred to as "ODPS") 1970 West Broad Street, Columbus, Ohio 43223.

Whereas, the ODPS desires to modify the RFQ and remove "driving record abstract(s)" in the Purpose described in **Section 1.2**, the Scope of Work described in **Section 1.3**, and to reduce the number of estimated transactions in the Quotation/Cost Summary Table (Attachment 1) of the RFQ, Therefore, the following modifications shall be made to the RFQ:

Section 1.2 currently reads:

1.2 Purpose:

The ODPS/OBMV is soliciting quotations for an automated IVR system to renew vehicle registrations for up to five (5) years. The automated IVR system provides individuals the option to order replacement validation stickers, order a replacement vehicle registration document, request driving record abstract(s), check vehicle registration status, 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.

This Agreement is to be effective from receipt of a purchase order through June 30, 2017. If intending to renew this Agreement, ODPS shall give written notice to Independent Contractor prior to expiration. Upon mutual agreement of both parties, and contingent upon appropriation of such funds by the General Assembly, such renewal shall begin at the start of the next biennium and shall not extend beyond the expiration of the biennium in which the renewal commences. The State may renew all or part of this Contract subject to the satisfactory performance of the Contractor and the needs of the ODPS.

The text is hereby corrected and modified to read:

1.2 Purpose:

The ODPS/OBMV is soliciting quotations for an automated IVR system to renew vehicle registrations for up to five (5) years. The automated IVR system provides individuals the option to order replacement validation stickers, order a replacement vehicle registration document, check vehicle registration status, 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.

Vehicle registration must be operational no later than January 1, 2016

This Agreement is to be effective from receipt of a purchase order through June 30, 2017. If intending to renew this Agreement, ODPS shall give written notice to Independent Contractor prior to expiration. Upon mutual agreement of both parties, and contingent upon appropriation of such funds by the General Assembly, such renewal shall begin at the start of the next biennium and shall not extend beyond the expiration of the biennium in which the renewal commences. The State may renew all or part of this Contract subject to the satisfactory performance of the Contractor and the needs of the ODPS.

Section 1.3 currently reads:

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 vehicle 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 with 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 8:00 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).
- 1.3.3 Allow individual to renew registration(s) or request driver abstract(s), one at a time, allowing for multiple transactions with one payment.

The text is hereby corrected and modified to read:

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 vehicle registrations 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 with 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 8:00 a.m. to 5:00 p.m. EST
- NOTE: This is not the live chat function.
- 1.3.2 IVR Individual Vehicle Registration Renewal 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 and payment of total or partial reinstatement fee(s).
 - 1.3.3 Allow individual to renew registration(s), one at a time, allowing for multiple transactions with one payment.
 - 1.3.4 The IVR system must link to an automated attendant system already in place.

Other services may be included as part of the IVR after system implementation. Any additional services will be negotiated between the ODPS/OBMV and the awarded Contractor.

Quotation/Cost Summary Table (Attachment 1) currently reads:

**ATTACHMENT 1
COST SUMMARY TABLE**

Description	Cost			Estimated Transactions		Total
Initial System Startup	\$	1	ea	N/A	=	\$
Per Transaction Cost	\$		X	75,000	=	\$
Estimated Annual Cost \$:						

Quotation/Cost Summary Table (Attachment 1) is hereby corrected and modified to read:

**ATTACHMENT 1
COST SUMMARY TABLE**

Description	Cost			Estimated Transactions		Total
Initial System Startup	\$	1	ea	N/A	=	\$
Per Transaction Cost	\$		X	50,000	=	\$
Estimated Annual Cost \$:						

The date for submission and opening of Quotations is changed to **Friday, November 13, 2015**. The opening time remains 3:00 P.M. No other terms of the RFQ are modified by this Addendum.