

## ODPS/BMV RFP QUESTIONS AND ANSWERS

October 5, 2015

1. We planned on submitting our response just through email. Do we also have to send the pricing on a CD? **No, the pricing can be sent by email also. However, the pricing must be kept separate from the RFP response.**
2. Will the payment receipt provided in Exhibit C need to be generated by BASS, based on transaction information provided to BASS by the third party service provider, or is the third party service provider responsible for providing hardware to generate the receipt? **Either way is acceptable. However, since we are already generating a receipt from BASS, it is preferable that BASS also generate the credit card payment receipt using information from the third-party service provider.**
3. Section 5.0(a) of the RFP asks about the technology required for point of sale transaction processing, including PIN-based debit processing. It is my understanding that PIN-based debit processing is not in scope for this RFP. Can you please provide further details on this requirement? **Although PIN-based debit transaction processing is not in the scope of this RFP, we would still like a response to the question because it may be utilized in the future and we are interested in how the vendor currently processes such transactions. In addition, PIN-based debit transactions are out of scope for two reasons: (1) if a separate pin pad is required, there are space limitation concerns with having another device in front of the customer and (2) legislation only specifies credit card based transactions. We do not want to risk the target implementation date by including additional scope. (Note: PIN-based debit processing will not have an impact on the evaluation of the gateway service provider.)**
4. Section 5.2(f) asks about the authorization methods that the provider supports. Are you talking about electronic versus manual voice authorizations, or something different? If different, please provide additional details. **Yes, we are referring to electronic authorization.**
5. Does the 2014 transaction activity listed in Exhibit A correspond to the total number of in-person payments processed at Deputy Registrar and Reinstatement Service Center locations? **Yes**
6. Can you provide a breakdown of 2014 transaction activity for all payment channels (i.e. Deputy Registrar & Reinstatement Service Centers, web-based, interactive voice response (IVR), call center-assisted, other)? **There are currently no other channels being utilized at the DRs or Reinstatement Service Centers.**
7. Does ODPS/BMV process credit card payments through other payment channels? If so, what are these payment channels and can you provide credit card transaction activity for 2014. **Yes – Oplates processes approximately 1.2M vehicle registration renewals per year. For a complete list of all BMV statistics, please see the Facts and Figures component of the BMV website: [http://bmv.ohio.gov/facts\\_figures.stm](http://bmv.ohio.gov/facts_figures.stm).**
8. Does ODPS/BMV assess convenience fees for any payment channels? If so, can you provide details on the convenience fees currently being assessed? **The BMV charges a 2% convenience fee to cover the additional cost of a credit card transaction on both Oplates and the Self Service Kiosks.**

9. The RFP indicates that customer support must be provided on Saturdays to BMV personnel. Can you provide a list of typical support requests that must be satisfied on Saturdays? **The Deputy Registrars offer the same services on Saturday as they do Monday through Friday. As a result, any request for service that may be required during the week would also be requested on Saturday.**
10. It appears that a customer can be required to pay more than one BMV Service Fee as part of a single payment transaction. Please confirm. **Yes, this is true. For example, if a customer renews their vehicle registration 30 days past expiration, they will be charged a \$10 late fee in addition to the normal \$3.50 service fee.**
11. If more than one BMV Service Fee is included within a single payment transaction, is ODPS/BMV able to breakout the various fee components (i.e. Principal Amount, BMV Service Fee, Assessed Convenience Fee)? **Yes, the BMV can break down all service fees (e.g., normal fee, late fee, etc.) charged to the customer. However, the credit card service fee can be provided by either the BMV or the vendor.**
12. How often does the BMV Service Fee need to be electronically transferred to each Deputy Registrar & Reinstatement Service Center location (i.e. daily, each banking day, weekly, monthly, other)? **Daily**
13. Section 1.1: "The preferred technical solution...The EMV compliant hardware/device should communicate directly with the Gateway Provider by transmitting PCI 3.1 encrypted data over the ODPS network via a network connection". Question: Does the ODPS network currently have the necessary cable drops and switch ports to support the estimated 1,000 terminals; or would ODPS be installing additional wiring and data switch capacity during the project rollout? **The ODPS will be installing the necessary wiring, network drops and data switches prior to rollout.**
14. Section 2.1: "Responses should focus on the Preferred Solution as stated above". Question: Given the tight timeline, will Ohio entertain both a "Preferred Solution" option and a lower risk alternative solution? **Yes. While the Preferred Solution is optimal, alternative solutions will be given consideration.**
15. Section 2.2(p): "...Any fee increase must be agreed to in writing by the Treasurer of State." Question: Will the vendor be able to propose a fee increase at any time during the contract period? **Yes.**
16. Section 3.5: "...shall be for a period of two (2) years." Question: Does the state anticipate that the contract will contain optional renewal periods at the end of the two year period? **The State anticipates that a contract will contain optional renewal periods if mutually agreed upon and if the expenditure is approved by the Controlling Board or the Board of Deposit.**
17. Will the State of Ohio accept a solution where the Offeror connects (settles) as a single source provider and does not connect (settle) to either of the State's merchant service processors? If this approach is acceptable, we request that the RFP language be revised per an Addendum to revise/update the language currently outlined in the RFP. **For this contract, the Gateway Service Provider must connect to one of the state's current merchant service processors.**

## Administrative Overview

Section 1.0 – We find the 3<sup>rd</sup> paragraph confusing in its intent.

QUESTION: Please clarify what is required of bidders relative to processors and what is the intent of the requirements? **A gateway service provider is expected to either have or establish a contractual relationship with one of the state’s current processors – Elavon or Vantiv. If a contractual relationship must be established, it will occur either through a direct contract with the Treasurer’s office or a contract through the processor. This determination will be made by the Treasurer and ODPS/BMV.**

QUESTION: Could the Ohio BMV accept a proposal utilizing a new acquirer/relationship with one of the state current processors? Either Elavon or Fifth Third? **Yes, as long as the gateway service provider establishes a relationship with either Elavon or Vantiv to process credit cards.**

## FTD Gateway Scope of Services

Page 7 point B states that the *“Gateway Provider’s solution must be fully EMV compliant by the time of first pilot implementation.”*

QUESTION: Please define what is meant by the term “fully EMV compliant”. **Fully EMV compliant means that a customer can walk into the DR offices or Reinstatement offices selected for the pilot (scheduled for May 1, 2016) and dip their chip-enabled credit card in the credit card terminal and the transaction will be authorized. All other terminals must be fully compliant by July 1, 2016.**

Page 8 point E describes the Pilot Project.

QUESTION: What is the scope of the Pilot Project? How many sites will be involved in the Pilot Project?

**There will be between 10 – 20 locations involved in the pilot. The expectation is that the selected pilot locations will be fully functional with all necessary back-end processing (including settlement and deposits). The goal of the pilot is to ensure the process will work as designed.**

Section 1.6 Project Schedule, Page 9. This section states that the Pilot is scheduled to start on May 1, 2016.

QUESTION: How long is it expected that the pilot will run before the solution is rolled out to the remaining sites? **All pilot locations should be ready to go by May 1, 2016. After May 1, 2016, hardware will be rolled out to the other locations. Those locations can be turned on gradually or all at once, based on the results from the pilot locations.**

Section 1.6 Project Schedule states that the Contract Negotiation and Award as well as Design and Proof of Concept both run from October 21st to November 13th, 2015.

QUESTION: If the contract negotiations take longer than expected, will there be a corresponding change to the project schedule? **The contract negotiations will be completed by November 13, 2015. This**

timeline was placed in the RFP so the expectation would be set ahead of time that a contract will be signed before or on November 13, 2015.

### **Mandatory Requirements**

In the Mandatory Requirements section, Page 12, *“If a particular service is not being offered, simply indicate this by answering “No Response.”*

QUESTION: Is responding with “No Response” equal to not responding at all in that this would constitute a reason for rejecting a response? **No response indicates that the service is not being offered. If an alternative service is being offered, we encourage the Respondent to state the alternative.**

### **Section 4.0 Administrative**

m. *For the period of November 13, 2015 through July 1, 2016 please provide any Business Day that the Respondent will not be open for business to provide the services requested in this RFP. [Keep in mind that DRs conduct business on Saturdays.]*

QUESTION: Please explain what “services” are to be provided to DRs prior to implementation July 1, 2016. **This means that we would like to have a list of any day that the gateway service company and any employees dedicated to this project are not available to work on the implementation of this project during the dates stated. We are requiring that employees assigned to this project be available for such things as conversations (whether face-to-face or on the telephone), meetings, documentation, project planning, implementation, etc.**

### **Pin-Based Debit Cards**

PG 5, Second paragraph

*“...compliant point-of-sale hardware (note: pin-based debit cards are not in scope for this initiative)...”*

PG 23

a. *“Describe the technology necessary for POS transaction method of FTD acceptance, including pin-based debit.”*

QUESTION: Are pin-based debit cards in scope or out of scope for this project? **As discussed in the Vendor Meeting, pin-based debit cards are not being included in the roll-out on July 1, 2016. However, they will be explored for a second phase of this project.**

### **Section 5 – Functional Requirements**

e. *Does the Respondent have a process in place to ensure that transactions qualify for the lowest interchange category? Please describe.*

QUESTION: Please explain the intent of the question as this is a “no cost” solution to ODPS/BMV/DR. **While this is a “no cost” solution to the ODPS/BMV and DRs, it is not a “no cost” solution to the customer. The costs incurred per transaction will be determinative of setting the service fee. We would like to know if the gateway service provider will ensure that transactions qualify for the lowest interchange category.**

## Section 6 – Fees

On page 27 you are referring to a bundled pricing and on page 40, you are asking about all the fees for the fee proposal.

QUESTION: On page 40, “Exhibit F Fee Proposal,” is the intent to simply provide a list of all cost items or are you looking for the actual cost? If you are looking for the cost of each item, could we indicate which fees would be included in the bundled pricing or would it have to be separated out per item? **We would like the costs for both bundled and actual cost of each item.**

## Exhibit G Business Requirements

*“The Respondent agrees to pay conversion costs on any ODPS/BMV or DR accounts.”*

QUESTION: Approximately how many accounts currently exist that may need conversion? **There are approximately 200 accounts.**

1. Can you provide any additional information regarding the evaluation process outlined on page 28 of the RFP (i.e., specific points or weights applied to the evaluation criteria)? **No. The Treasurer’s office and the ODPS/BMV will be jointly evaluating all responses.**
2. Item o. on page 14 of the RFP states “The Respondent agrees to a fee adjustment clause provision for failing to meet agreed-upon performance standards and service levels.” Does the State have sample contract language related to this provision, or will it be negotiated after a vendor is selected? **This will be negotiated because until a vendor is selected, we do not know what has been agreed upon.**
3. Please provide the payment channel split (between mail, in-person, and any other payment channel) for the 16,893,614 transactions conducted by deputy registrars in calendar year 2014. **A complete breakdown of all 2014 transactions can be found at [http://bmv.ohio.gov/facts\\_figures.stm](http://bmv.ohio.gov/facts_figures.stm).**