

BMV RFI Questions & Answers

1. On Page 4 of the RFI, it is indicated that a portion of the collected service fee will be retained by the individual Deputy Registrars. There are 191 Deputy Registrars. Does the BMV expect that we need to make 191 separate disbursements for their portion of the service fee, or is there an aggregated disbursement to a single Deputy Registrar account? How often do these disbursements need to occur?

There are three components to a typical transaction: 1) BMV's portion of the fees that will be deposited into a single bank account at one of the Treasurer's Office seven public depositories; 2) Deputy Registrar's portion that will be deposited daily into 191 separate bank accounts for each of the individual Deputy Registrars; and 3) merchant services fee that will be deposited into a bank account owned by the vendor.

If possible, each transaction would have three separate merchant identification numbers: 1) one ID for the BMV; 2) one ID for each of the 191 Deputy Registrars; and 3) one ID for the merchant service fee. BASS, the BMV proprietary system, is able to calculate the total amount owed to BMV and the Deputy Registrar on each transaction. The vendor's equipment or interface would need to calculate the amount of the merchant service fee on the total transaction.

If the transactions are unable to be split into three separate merchant identification numbers, then we are looking for vendors to provide a solution that will allow the BMV to electronically transfer the Deputy Registrar's portion of the fees to each of their 191 individual bank accounts on a daily basis.

2. On Page 12 of the RFI, the RFI indicates that there are 1,500 workstations. Does this mean that you currently utilize the same number of Verifone MX870 terminals? If not, how many terminals does the BMV currently possess?

Not all workstation at each agency have a signature pad attached. The number of signature pads would be approximately 900-1,000.

3. The Verifone MX870 terminal possesses an integrated card swipe device. Is this swipe device currently being used by the BMV for any purpose? If so, how is it currently being used?

The card swipe on the current signature pad is not used. A separate card swipe is used to read the mag stripe on the Ohio driver's license.

4. Can you provide a description and version of the operating system currently installed on the Verifone devices? Was this operating system installed by the terminal provider? Is the operating system that was installed on the terminals a standard or customized operating system?

Embedded Linux (Kernel MX0007US). Yes, this operating system was installed by the terminal provider.

5. How is the Verifone terminal attached to each individual workstation (i.e. USB, serial, or ethernet)?

USB

6. How does the State anticipate handling follow-on/exceptions (i.e. refunds)? Will these type of processes be handled at the counter or via some back office process?

We anticipate that credit card refunds/reversals will need to be processed both on-site at the Deputy Registrar locations and at a centralized internal location by BMV. Credit card chargebacks will only be processed internally by the BMV.

7. When will the Q&A's be posted?

The questions and answers will be posted on the Treasurer's Office website on May 19th.

8. Is a response to the RFI a requirement to respond to the subsequent RFP?

No, however the goal of the RFI is to see what types of solutions are available and to gain information so that a comprehensive RFP can be issued.

9. Can TOS determine an RFI response to be "non-responsive? If so, would that preclude a response to the RFP?

Yes, an RFI response can be deemed non-responsive if the vendor cannot meet certain requirements. This would not preclude a response to the RFP if the vendor was able to make the necessary adjustments so that those particular requirements could be met.

10. Is it possible to designate certain information "Confidential?"

Unless the information is exempt from the Ohio Public Records Law, no portion of the response can be deemed "Confidential."

11. Will TOS post the RFI responses? Will they be available by request?

No, the RFI responses will not be posted, but can be provided upon a public records request.

12. Within the context of these required services, who is the Merchant?

The merchant would be both the BMV and the individual Deputy Registrar locations, all falling under the umbrella of the Ohio Department of Public Safety.

13. Will the successful vendor be required to use the State's merchant account?

Yes, the successful vendor will be required to use the State's merchant bank account for the portion of the transaction that is retained by the BMV. The vendor is required to use its own bank account for the collection of the merchant services fee.

If possible, the portion of the vehicle registration fee that is retained by the individual Deputy Registrar would be deposited into a bank account that is owned by that Deputy Registrar.

14. We understand that the DRs do not currently accept credit cards for payment of services. However some do have swipe devices available that are not integrated with their system. When the solution is implemented, will the DRs be permitted to retain those swipe devices?

There is a standard USB magnetic card swipe reader attached to each workstation that is integrated into the BASS system to input the customer's Driver's License or Identification Card information into certain fields within BASS. The continued use of the existing swipe devices is dependent upon whether the chosen solution can replace this functionality. If not, then these devices will likely be retained.

15. Will the State provide additional details on its requirement for a three-month rollout of 188 locations after the initial three-month pilot at ten locations? Is there a specific need driving the three-month rollout?

The project timeline is being driven by a statutory deadline of July 1, 2016 for implementation. Before all locations are equipped with financial transaction devices, we would like to pilot the selected solution at ten locations to ensure a successful implementation.

16. Will the State require the selected vendor to process through a specific payment processor, or one of the vendor's own choosing?

We are currently open to allowing a vendor to utilize a payment processor of its own choosing provided that the processor partners with a bank that is eligible to hold active deposits for the state of Ohio, the current names of these banks are listed in Exhibit C of the RFI. State revenue must be directly deposited into a bank that is eligible to hold active deposits for the state of Ohio.

17. The Response Evaluation criteria includes "pricing structure". The Scope of Services includes a question about how the equipment will be funded for this RFI (purchase, lease, rent-to-own, etc.) and the Service Fee Strategy asks for input on what expenses for the Project can be covered in the service fee. Should the Respondent's RFI response only cover the expenses that would be charged to the State or does the State also desire that the response include the amount of service fee to be charged to the customer?

The response should include the amount of service fee being charged to the customer.