



**OFFICE OF THE STATE TREASURER OF OHIO  
REQUEST FOR INFORMATION – FINANCIAL TRANSACTION DEVICE  
SERVICES  
RELEASED: MAY 1, 2015**

**OPENING DATE AND DEADLINE FOR SUBMISSION:**

Friday, May 1, 2015 – 3:00 p.m. Eastern Standard Time  
Friday, May 22, 2015 – 3:00 p.m. Eastern Standard Time

**DEADLINE FOR SUBMITTING QUESTIONS:**

Friday, May 15, 2015 – 3:00 p.m. Eastern Standard Time

The actual RFI document consists of 15 pages.

A copy of this Request for Information (“RFI”) may be obtained by retrieving the document from the Ohio Treasurer of State’s website [www.ohiotreasurer.gov](http://www.ohiotreasurer.gov) on May 1, 2015.

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## I. Introduction

The purpose of this Request for Information (“RFI”) is to solicit information regarding financial transaction device services, meaning services that can be used to accept and process credit cards, debit cards and prepaid cards (“credit cards”) pursuant to Ohio Revised Code (“R.C.”) §113.40. The contemplated services are specifically for the Ohio Bureau of Motor Vehicles (“BMV”), which is a division of the Ohio Department of Public Safety (“ODPS”).

The Ohio Treasurer of State (“Treasurer’s office”) and the ODPS, are exploring gateway provider and/or merchant services processors’ technical capability and resource capacity to select equipment, process financial transaction devices, provide transactional reporting, and interface into the BMV’s proprietary software system, Business Application Services System (“BASS”). Currently, the BMV serves customers via face-to-face transactions through a network of 191 Deputy Registrars and seven (7) Reinstatement Service Centers located across the State of Ohio. These agencies do not currently accept credit, debit or prepaid cards.

Three key components of this project are as follows:

### 1. Service Fee:

There will be a percentage-based service fee assessed on the transactions to cover the costs associated with accepting financial transaction device payments. The State’s contractor will be responsible for collecting the service fees and paying all credit card fees related to this project. The contractor will be required to use the State’s designated merchant bank for the deposit of all State revenue. The service fee funds will be collected and managed by the gateway provider or merchant services processor. Please see Exhibit B for more information.

### 2. Security:

Credit card system/process must meet or exceed PCI DSS 3.1 compliance requirements. The Respondent shall be responsible for storing, maintaining and securing of all credit card information. No credit card information shall be stored on ODPS systems or premises with the exception of the type of card and the last four digits of the card number.

If the recommended solution requires credit card information traverse the ODPS network, that information must be encrypted at the application level and use Transport Layer Security (TLS) protocol of version 1.2 (or higher). (Secure Socket Layer, or SSL, will not be accepted).

### 3. Compliance:

All suggested solutions must be EMV compliant and adhere to the standards that define the interaction at the physical, electrical, data and application levels between IC (Integrated Chip) cards and IC card processing devices for financial transactions.

This RFI is for the benefit of both the Treasurer’s office and ODPS, and is intended to provide information to assist in the eventual competitive selection of gateway providers and/or merchant services processors to implement and process financial transaction devices as contemplated herein. Each firm responding to this RFI is responsible for submitting a response that complies with the approved submission procedures and satisfies the objectives set forth in this RFI.

The State of Ohio, the Treasurer’s office or the ODPS shall not bear any costs of a responding firm (“Respondent”) in connection with responses to this RFI.

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## II. Submission of Responses

A Respondent must submit an electronic copy of its response. Submission of a physical copy is optional. The electronic submission may be sent to the email address provided below or included with the submission of a physical copy of the response on a compact disc or DVD. The narrative portion of the response, including any and all attachments, shall not exceed thirty (30) pages in length on 8½" x 11" paper, and shall be single spaced and use a minimum of 12 point font. The narrative portion should be submitted in searchable PDF or Microsoft Word format. Exhibits to the narrative portion may utilize a multimedia format.

A single-page cover letter and accompanying table of contents may be submitted with the response at the discretion of the Respondent and will not count toward the page limit.

There will be a period during which the Treasurer's office will be able to respond to written questions submitted by potential Respondents. Potential Respondents with questions concerning this RFI may submit their questions via email to Kyana Pierson, Project Manager, Treasurer of State, at [treasuryservices@tos.ohio.gov](mailto:treasuryservices@tos.ohio.gov), **no later than May 15, 2015 at 3:00 p.m. EST**. The Treasurer's office will prepare responses to written questions and requests for interpretation and post those responses on the website of the Treasurer's office at [www.tos.ohio.gov/forms](http://www.tos.ohio.gov/forms). It is the policy of the Treasurer's office generally to accept questions and inquiries from all potential Respondents. Please note that all written questions and answers may be a matter of public record and will be made available to other RFI Respondents through the website stated above.

Unless the due date is extended by the Treasurer's office, responses must be received by the Treasurer's office **no later than 3:00 p.m. EST on May 22, 2015**. A response shall be delivered/mailed to:

**Jennifer E. Day**  
**Chief of Operations**  
**State Treasurer Josh Mandel's Office**  
**30 East Broad Street, 9<sup>th</sup> Floor**  
**Columbus, Ohio 43215**

**OR**

**[treasuryservices@tos.ohio.gov](mailto:treasuryservices@tos.ohio.gov)**

Responses will remain confidential until the deadline stated above has ended.

Respondents may be subject to an interview, subject to Treasurer's office discretion. The Treasurer's office reserves the right to reject all responses to this RFI or to solicit additional information from Respondents subsequent to the response deadline to this RFI. The Treasurer's office may consider any other information, including information not requested or submitted in response to this RFI, and reserves the right to investigate references and past performance of any Respondents with respect to its performance of similar services, compliance with past RFI and contractual obligations and its lawful payment of suppliers, subcontractors and workers.

In the event that it becomes necessary to revise any part of this RFI, amendments will be provided to all Respondents that expressed interest in responding to the original RFI.

This RFI is not and shall not be construed as an offer to purchase services by the Treasurer’s office. Any binding arrangement for services will be evidenced by a separate Agreement executed by the Treasurer’s office. Terms representative of those required in Treasurer of State of Ohio services contracts are included in Exhibit A to this RFI. Any verbal communication from the employees of the Treasurer’s office or any other parties concerning this RFI is not binding on the Treasurer’s office, and shall in no way alter a specification, term or condition of this RFI.

Item	Deadline
Request for Information released	May 1, 2015 at 3:00 p.m. Eastern Standard Time
Deadline for written questions	May 15, 2015 at 3:00 p.m. Eastern Standard Time
Responses due back to Treasurer’s office	May 22, 2015 at 3:00 p.m. Eastern Standard Time

### III. Scope of Services

The Treasurer’s office and the ODPS are requesting the Respondent document their approach (or approaches) for the acceptance of financial transaction device services at the Ohio BMV’s 191 Deputy Registrars and seven (7) Reinstatement Service Centers located across Ohio. The Respondent should also document their technical capability and resource capacity for delivering the recommended solution.

Specifically, the Respondent’s written recommendation should be able to:

- Describe the solution(s) including any needed client or server side software, diagrams which detail the high-level process flow(s), flow of transaction data from point of entry to completion of the financial transaction, interactions with any ODPS applications (either at the client or server level) or workstations as described in Exhibit B, and use of the ODPS or vendor-provided network;
- Describe all point-of-sale/point-of-interaction equipment options that would best fit the needs of the Deputy Registrars and Reinstatement Service Centers as described in Exhibit B. Include a list of components that are necessary to operate any recommended hardware. Provide equipment specifications that include, but are not limited to: USB requirements, power source (USB, power cord, etc.), size;
- Indicate point-of-sale/point-of-interaction equipment purchasing options available such as leasing, rent-to-own, outright purchasing, or pay per transaction. Give best estimates of pricing for each option listed. Discuss additional equipment that may be needed to run the terminal;
- Describe any software or components that are required to be installed and operate on ODPS owned computers at the Deputy Registrars and Reinstatement Service Centers in order to properly use the point-of-sale/point-of-interaction equipment and/or interface with ODPS systems;
- Provide information on the physical installation and testing of the point-of-sale/point-of-interaction equipment at the Deputy Registrars and Reinstatement Service Centers including, but not limited to: ‘plug-and-play’ capability, configuration requirements, security measures (e.g., what keeps the equipment from being stolen and/or accessed), ease of installation by ODPS personnel (or chosen third party vendor), etc.;

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- Provide information on the approach to train Deputy Registrar and Reinstatement Service Center personnel on the use of the point-of-sale/point-of-interaction equipment and any related functions;
  - Provide a high-level timeline for the complete implementation of financial transaction device services at the 191 Deputy Registrars and 7 Reinstatement Service Center locations. Include the approach for piloting the solution at up to 10 locations prior to full rollout;
  - Explain how the recommended solution meets or exceeds PCI DSS 3.1 compliance requirements;
  - Explain how the recommended solution is EMV compliant and adheres to the standards that define the interaction at the physical, electrical, data and application levels between IC cards and IC card processing devices for financial transactions;
  - Describe how detailed transaction information will be stored for both completed and uncompleted transaction. (Note: An *uncompleted transaction* is defined as a transaction that the customer initiated, but did not complete because of a system issue or because the customer's desired payment method was not approved);
  - Describe the transactional based audit functionality that will be available in the solution;
  - Automatically calculate and manage service fee;
  - Segregate the sale of ancillary items ("retail items") from government items and the service fee;
  - Discuss the process for chargebacks, credits and voided transactions;
  - Provide all end-of-day cut-off times (for optimal funding), other timing requirements that your organization utilizes in processing financial transaction devices;
  - Direct deposit of all revenue due to the state of Ohio into one (1) of the six (6) state of Ohio depository institutions found in Exhibit C. Financial transaction service fee revenue will settle to an account of the contractor's choosing<sup>1</sup>; and
  - Describe the support model your organization can provide for both the onsite execution of real-time transactions at the Deputy Registrars and Reinstatement Service Centers and for the after-hours posting, reconciliation and transfer of funds process.

Additionally, the Respondent should:

- If a gateway provider, identify certification and current connection to merchant services processors, as well as any certifications in process and when that certification is expected to be complete.
- If a merchant services processor, identify all gateway service providers that are certified with your firm and currently connect to your firm.
- Review and state the firm's agreement on the terms representative of standard services contracts with the Treasurer's office in Exhibit A.

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<sup>1</sup> A portion of the fee is retained by the individual Deputy Registrars. If possible, a Deputy Registrar's portion of this fee would be directly deposited into a separate Deputy Registrar bank account under a separate merchant identification number. The service fee would be calculated on the total amount of the vehicle registration fee which includes the portion retained by the Deputy Registrars.

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- Incorporate and maintain industry best practices.
  - Review and discuss the practicality of the Treasurer's office proposed timeline for implementation of financial transaction device services in each of the Deputy Registrar locations in Ohio. The timeline is attached as Exhibit D.

#### **IV. Information to be Provided by Respondent**

1. Provide information describing your capability to provide the scope of services.
2. Provide information describing your pricing structure for every item listed in the scope of services.
3. Provide information describing the Respondent's experience in providing financial transaction device services to other governments or similar agencies, including three references.
4. Provide any additional information that you believe to be relevant to this RFI, your capabilities to provide the financial transaction device merchant services requested and any related or similar services you can provide.

#### **V. Response Evaluation**

The Treasurer's office reserves the right to reject any and all responses. A Respondent's response should provide a level of clarity and detail that is sufficient to allow the staff of the Treasurer's office to evaluate adequately the expertise, experience and capabilities of the Respondent.

The Treasurer's office and ODPS will be evaluating:

1. Respondent's ability to provide the scope of services.
2. The extent to which the Respondent's response complements the Treasurer's office, BMV's and the Deputy Registrars' financial transaction device initiatives, timeline and resources for implementation.
3. Respondent's ability to respond in a timely manner to the needs of the Treasurer's office.
4. Demonstrated understanding of the goals and objectives of the Treasurer's office, BMV and the Deputy Registrars.
5. Pricing structure.

#### **VI. Certifications and Additional Qualifications**

In addition to responding to the foregoing items, the Respondent certifies that:

1. All of the Respondent's information and representations in the response are material and accurate, and the Treasurer's office may rely upon the contents of the response in making any selection. The Treasurer's office shall treat any material misstatement, omission or misrepresentation as fraudulent concealment of the true facts relating to the response.
2. The Respondent certifies compliance with all terms, conditions and specifications of this RFI.
3. The Respondent's position will not create any conflict of interest for the Respondent (legal, business, etc.) or any of its assigned personnel, and it will promptly disclose in writing to the Treasurer's office any such conflict of interest if, as, or when it arises and becomes known to the Respondent.

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4. The Respondent is an equal opportunity employer and does not discriminate against applicants or employees on the basis of race, color, religion, sex, age, disability, national origin or veteran status.
  5. All of the assigned personnel of the Respondent who are not United States citizens will have executed a valid I-9 form and have valid employment authorization documents.
  6. The Respondent is not currently in violation of, or under any investigation or review for, a violation of any state or federal law or regulation that might have a material adverse impact on the Respondent's ability to serve if selected.
  7. The Respondent is and will remain in compliance with all applicable federal, state and local laws, including but not limited to the applicable provisions of the following for which it also makes the following related certifications:
    - a. The Federal (41 U.S.C. 701(a)) and Ohio (R.C. § 153.03) Drug Free Workplace Acts. The Respondent will make good faith efforts to ensure that none of its employees are under the influence of illegal drugs or alcohol or abuse prescription drugs in any way while working on State property.
    - b. State of Ohio ethics (R.C. Chapter 102 and §§ 2921.42 and 2921.43) and lobbying (R.C §§ 101.70 and 121.60 et seq.), and the Governor's Executive Order 2011-3K.
    - c. Chapter 3517 of the R.C., campaign financing, including that all applicable parties listed in R.C. § 3517.13 (I)(3) or (J)(3) are in full compliance with R.C. § 3517.13(I)(1) and (J)(1).
    - d. R.C. § 9.24 of the R.C.. The Respondent is not subject to an "unresolved" finding for recovery under that section.
  8. Respondent acknowledges that the Treasurer's office has informed Respondent that it has been classified as an independent contractor or other classification other than public employee, as defined in Ohio Administrative Code § 145-1-42(A)(2). Respondent agrees to comply with R.C. §§ 145.36-.038. In compliance with these R.C. sections, the Respondent also agrees to complete the acknowledgement form prescribed by the Ohio Public Employees Retirement System at the time the Agreement is negotiated or executed.

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**EXHIBIT A**

**OHIO TREASURER OF STATE SERVICE CONTRACT LANGUAGE**

*The following language is representative of terms required in Treasurer of State of Ohio contracts.*

**APPLICABLE LAW; VENUE:** This Agreement and the rights and obligations of the Treasurer's office and Respondent shall be governed by the laws of Ohio. Venue for all actions shall occur in the appropriate court in Franklin County, Ohio.

**ASSIGNMENT:** Neither this Agreement or any portion thereof shall be assigned or transferred to a successor without prior written approval from the Treasurer's office. In addition, during the term of this Agreement, all successors and assigns shall be bound by the terms of this Agreement.

**AUDITOR OF STATE FINDINGS:** The Respondent affirmatively represents and warrants to Treasurer's office that it is not subject to a finding for recovery under R.C. § 9.24 or that it has taken the appropriate remedial steps required under R.C. § 9.24 or otherwise qualifies under that section. The Respondent agrees that if this representation and warranty is deemed to be false, the Agreement shall be void ab initio as between the parties, and any funds paid by the State hereunder shall be immediately repaid to the State, or any action for recovery of the funds may be immediately commenced by the State for recovery of said funds.

**BUSINESS EXPENSES:** Unless expressed otherwise in this Agreement, the Respondent shall be responsible for and assume all office and business expenses that are incurred as a result of the performance of this Agreement.

**CERTIFICATION OF FUNDS:** It is expressly understood and agreed by the parties that all funds are contingent upon the availability of lawful appropriations by the Ohio General Assembly. If the General Assembly fails at any time to continue funding for the payments and other obligation due hereunder, the State's obligations under this contract are terminated as of the date that the funding expires without further obligation of the Treasurer's office, provided that the Respondent shall be paid for all obligations incurred by the Treasurer's office in connection with services performed through the date of termination. The parties further understand that this agreement is subject to R.C. § 126.07.

**RESPONDENT'S REPRESENTATIONS AND WARRANTIES – COMPLIANCE WITH LAWS:**

**The Respondent, in the execution of its duties and obligations under this Agreement, agrees to comply with all applicable federal, state, and local laws, rules, regulations, ordinances, etc.**

1. **DRUG FREE WORKPLACE:** The Respondent agrees to comply with all applicable federal, state, and local laws regarding smoke-free and drug-free work places and shall make a good faith effort to ensure that none of its employees engage in the work purchase, transfer, use or possession of illegal drugs or alcohol or abuse prescription drugs in any way.
2. **NONDISCRIMINATION OF EMPLOYMENT:** Pursuant to R.C. § 125.111, the Respondent agrees that the Respondent or any person acting on behalf of the Respondent shall not discriminate by reason of race, color, religion, sex, sexual orientation, age, disability, military status, national origin or ancestry against any citizen of this state in the employment of any person qualified and available to perform the services. The Respondent further agrees that the Respondent and any person acting on behalf of the Respondent shall not, in any manner,

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discriminate against, intimidate, or retaliate against any employee hired for the performance of the services on account of race, color, religion, sex, sexual orientation, age, disability, military status, national origin or ancestry.

3. **AFFIRMATIVE ACTION PROGRAM:** The Respondent represents that it has a written affirmative action program for the employment and effective utilization of economically disadvantaged persons pursuant to R.C. § 125.111(B) and has filed an Affirmative Action Program Verification form with the Equal Employment Opportunity and Affirmative Action Unit of the Department of Administrative Services.
4. **CONFLICTS OF INTEREST:** During the term of the Agreement, no personnel of the Respondent who exercise any functions or responsibilities in connection with the review or approval of this Agreement or carrying out of any of the services shall voluntarily acquire any personal interest, direct or indirect, which is incompatible or in conflict with the discharge and fulfillment of his or her functions and responsibilities with respect to the carrying out of the Agreement. Any such person who acquires an incompatible or conflicting personal interest on or after the effective date of this Agreement, or who involuntarily acquires any such incompatible or conflicting personal interest, shall immediately disclose his or her interest to the Treasurer's office in writing. Thereafter, he or she shall not perform any services under this Agreement, unless the Treasurer's office shall determine in its sole discretion that, in light of the personal interest disclosed, his or her participation in any such action would not be contrary to the public interest.
5. **ETHICS COMPLIANCE:** The Respondent represents, warrants, and certifies that it and its employees engaged in the administration or performance of this Agreement are knowledgeable of and understand the Ohio Ethics and Conflict of Interest laws. The Respondent further represents, warrants, and certifies that neither the Respondent nor any of its employees will do any act that is inconsistent with such laws.
6. **QUALIFICATIONS TO DO BUSINESS:** The Respondent affirms that it has all of the approvals, licenses, or other qualifications needed to conduct business in Ohio and that all are current. If at any time during the term of this Agreement, the Respondent, for any reason, becomes disqualified from conducting business in the State of Ohio, the Respondent will immediately notify the Treasurer's office in writing and will immediately cease performance of the services under the Agreement.
7. **CAMPAIGN CONTRIBUTIONS:** The Respondent hereby certifies that neither the Respondent nor any of the Respondent's partners, officers, directors, or shareholders, nor the spouse of any such person, has made contributions in excess of the limitations specified in R.C. § 3517.13.
8. **DEBARMENT:** The Respondent represents and warrants that it is not debarred from consideration for contract awards by the Director of the Department of Administrative Services, pursuant to either R.C. § 153.02 or R.C. § 125.25.

**FORCE MAJEURE:** The Respondent shall not be responsible or liable for any failure or delay in the performance of its obligations under this Agreement arising out of or caused, directly or indirectly, by circumstances beyond its control, including without limitation, acts of God; earthquakes; fires; floods; wars; civil or military disturbances; acts of terrorism; sabotage; epidemics; riots; interruptions, loss, or malfunctions of utilities, transportation, computer (hardware or software), or communications service;

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accidents; labor disputes; acts of civil or military authority; governmental actions; or inability to obtain labor, material, equipment or transportation.

Nothing in the preceding paragraph shall relieve the Respondent of its duty to maintain a business continuity plan that ensures that the flow of services shall continue without interruption, or in Respondent's obligation to perform any duty upon resuming business.

**INCORPORATION:** This Agreement incorporates the Request for Information, the Response to the Request for Information, and all attachments and exhibits. However, if a conflict should arise between the Agreement and the Request for Information, the Response to the Request for Information, and any attachment or exhibit, the Agreement shall govern. This Agreement is the only Agreement that is valid between the parties. No oral representations shall be honored. All amendments to this Agreement shall be in writing.

**LIABILITY:**

1. The Respondent agrees to indemnify and to hold the State of Ohio harmless and immune from any and all claims for injury or damages arising from this Agreement that are attributable to Respondent's own actions or omissions or those of its trustees, officers, employees, subcontractors, suppliers, third party agents or joint venturers while acting under this Agreement. Such claims shall include any claims made under the Fair Labor Standards Act or under any other federal or state law involving wages, overtime, or employment matters and any claims involving patents, copyrights and trademarks.
2. The Respondent shall bear all costs associated with defending the Treasurer's office and the State of Ohio against any claims.
3. In no event shall either party be liable to the other party for indirect, consequential, incidental, special or punitive damages or lost profits.

**MISCELLANEOUS:**

1. **WAIVER:** A waiver by any party of any breach or default by the other party under this Agreement shall not constitute a continuing waiver by such party of any subsequent act in breach of or in default hereunder.
2. **NOTICES:** Except to the extent expressly provided otherwise herein, all notices, consents, and communications required hereunder (each, a "Notice") shall be in writing and shall be deemed to have been properly given when: 1) hand delivered with delivery acknowledged in writing; 2) sent by U.S. Certified mail, return receipt requested, postage prepaid; 3) sent by overnight delivery service (Fed Ex, UPS, etc.) with receipt; or 4) sent by fax or email. Notices shall be deemed given upon receipt thereof, and shall be sent to the addresses first set forth above. Notwithstanding the foregoing, notices sent by fax or email shall be effectively given only upon acknowledgement of receipt by the receiving party. Any party may change its address for receipt of Notices upon notice to the other party. If delivery cannot be made at any address designated for Notices, a Notice shall be deemed given on the date on which delivery at such address is attempted.
3. **CONFLICT:** In the event of any conflict between the terms and provisions of the body of this Agreement and any exhibit hereto, the terms and provisions of the body of this Agreement shall control.

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4. **HEADINGS:** The headings in this Agreement have been inserted for convenient reference only and shall not be considered in any questions of interpretation or construction of this Agreement.
  5. **SEVERABILITY:** The provisions of this Agreement are severable and independent, and if any such provision shall be determined to be unenforceable in whole or in part, the remaining provisions and any partially enforceable provision shall, to the extent enforceable in any jurisdiction, nevertheless be binding and enforceable.
  6. **ENTIRE AGREEMENT:** This Agreement contains the entire agreement between the parties hereto and shall not be modified, amended, or supplemented, or any rights herein waived, unless specifically agreed upon in writing by the parties hereto. This Agreement supersedes any and all previous agreements, whether written or oral, between the parties.
  7. **EXECUTION:** This Agreement is not binding upon the Treasurer's office unless executed in full, and is effective as of the last date of signature by the Treasurer.
  8. **COUNTERPARTS:** This Agreement may be executed in any number of counterparts, each of which shall be deemed an original, and all of which shall constitute but one and the same instrument.
  9. **FACSIMILE SIGNATURES:** Any party hereto may deliver a copy of its counterpart signature page to this Agreement via fax or e-mail. Each party hereto shall be entitled to rely upon a facsimile signature of any other party delivered in such a manner as if such signature were an original.

**NO THIRD-PARTY BENEFICIARIES:** In performing hereunder, the Respondent is acting solely on behalf of the Treasurer's office and no contractual or service relationship shall be deemed to be established hereby between the Treasurer's office and any other person.

**PUBLICITY:** Any use or reference to this Agreement by the Respondent to promote, solicit, or disseminate information regarding the scope of this Agreement is prohibited, unless otherwise permitted in writing by the Treasurer's office.

**TERMINATION:** This Agreement may be terminated without cause and without penalty by the Treasurer's office by giving written notice to the Respondent. Such termination shall not affect any outstanding transactions or any obligation under this Agreement which is then outstanding and the provisions of this Agreement shall continue to apply to each transaction and each obligation until all the obligations of each party to the other under this Agreement have been fully performed.

**TRANSFER COSTS:** The Respondent agrees that it shall bear all costs associated with the transfer and assumption of obligations by the Respondent under the Agreement.

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## EXHIBIT B

### ODPS/BMV PROJECT SPECIFICATIONS

#### I. Transactional Information

The BMV averages approximately 10.4 million customers per year across the 191 Deputy Registrars and 7 Reinstatement Service Center locations. The amount spent by each customer can range from \$3.50 (out-of-state vehicle inspection) to thousands of dollars (reinstatement fees) based on the type of transaction. In total, these Deputy Registrars and Reinstatement Service Center locations collect a total of \$661 million per year for an average of \$63.53 per customer.

#### II. ODPS Application Specifications

The Deputy Registrars and Reinstatement Service Centers use BASS (Business Application Services System) as the front-end application for all transactions. The web-based application provides numerous services to its many customers around the state of Ohio. Its high volume service includes issuing Vehicle Registrations, Driver Licenses, Reinstatements and ID Cards.

The system is primarily used to issue Driver Licenses and Vehicle Registrations and interfaces real-time to the Vehicle Registration System (VRS), Driver's License System (DLS), and other systems, and handles all point-of-sale (POS) functionality. BASS provides bank deposit information and updates a central deposit system. It also implements numerous other services offered by the Deputy Registrars, such as Driver and Vehicle Abstracts, Special and Personalized Plates, Salvage Title Inspection Receipts, CDL Test Receipts, Motor Coach Bus Inspections, Driver Images, Print on Demand Vehicle Registration Stickers and a host of POS items.

BASS is an in-house application written in VB.NET and utilizes a Microsoft .NET 4.0 framework. The application also uses client-services for many functions and has a SQL Server 2005 database. (Note: ODPS is currently working on upgrading the database to either 2008R2 or 2012).

BASS will serve as the ODPS front-end application for the acceptance of financial transaction device services. The cost of all services, except the financial transaction service fees, will be calculated and originate in BASS. All point-of-sale/point-of-interaction components should integrate with BASS at either the client or server level (or both, if required). Any recommended solution must be able to interface with BASS and both accept and send information via an API. (ODPS IT employees will be responsible for any development in BASS to support the integration).

#### III. ODPS Hardware Specifications

There are approximately 1500 workstations across the network of Deputy Registrars and Reinstatement Service Centers. ODPS is requesting any solution provided be able to operate with a Dell OptiPlex 9030 desktop.

ODPS runs Windows 7 64-bit and either Internet Explorer version 11.0 or version 9.0 based on location. However, ODPS will be working to standardize on Internet Explorer version 11.0 (or higher) on all workstations before the start of this project. It is ODPS' goal to stay current on all Microsoft technologies and be at either the current version or the current version minus one. In

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addition, based on the set-up at the agency, it may be necessary that the solution integrate with Windows 7 32-bit.

Full specifications for these workstations can be found at the following location: [http://www.dell.com/learn/us/en/19/shared-content~data-sheets~en/documents~dell-optiplex-9020-spec-sheet\\_final\\_v2\\_g13001038.pdf](http://www.dell.com/learn/us/en/19/shared-content~data-sheets~en/documents~dell-optiplex-9020-spec-sheet_final_v2_g13001038.pdf)

Additionally, all client workstations have a Verifone MX870 signature pad (model M094-107-01-RC) and a standard USB magnetic card swipe reader attached. The signature pad includes functionality that allows the customer, based on the transaction type, to electronically read and sign electronic documents. The signature pad is also used to capture the customer's signature for his Ohio Driver License or Identification Card. The magnetic card swipe reader is used to swipe the customer's Ohio Driver License or Identification Card in order to pull information from the card to auto-populate several fields in the BASS application.

While not required, please advise if the point-of-sale/point of interaction equipment could be used to replace the existing Verifone MX870 signature pad by providing the same functionality. Another option is to use the current Verifone MX870 signature pad as the point-of-sale/point-of-interaction terminal in lieu of adding a specific piece of equipment to support the financial transaction device service.

Finally, the BMV does not anticipate replacing the USB magnetic card swipe reader as these are very small units and often located in convenient locations (e.g., attached to the side of the monitor, next to the keyboard, etc.) on the clerk side of the counter.

#### **IV. Service Fee Strategy**

The Treasurer's office and ODPS are asking for the Respondent's input on what expenses related to the acceptance of credit cards can be included in a service fee.

It is a project goal that the contractor be responsible for paying all costs associated with the acceptance of credit cards through the use of a service fee. If all costs cannot be included in the service fee, please explain what expenses can (and cannot) be included in a service fee.

It is anticipated that the contractor would charge a percentage based service fee to customers, as permitted by card association agreements, to cover the cost of providing a credit card payment system, the hardware needed to implement the credit card payment system, the credit card fees and any other expenses related to the acceptance of credit cards. The contractor will be required to use one of the State's designated public depositories listed in Exhibit C. The service fee revenue will settle directly to the contractor and funds will be collected, disbursed and managed by the contractor.

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**EXHIBIT C**

**OHIO TREASURER OF STATE PUBLIC DEPOSITORY LIST**

*The following is a list of financial institutions designated by the State Board of Deposit as public depositories for 2014-2016.*

Fifth Third Bank

First Merit Bank

Huntington National Bank

JP Morgan Chase Bank

Key Bank

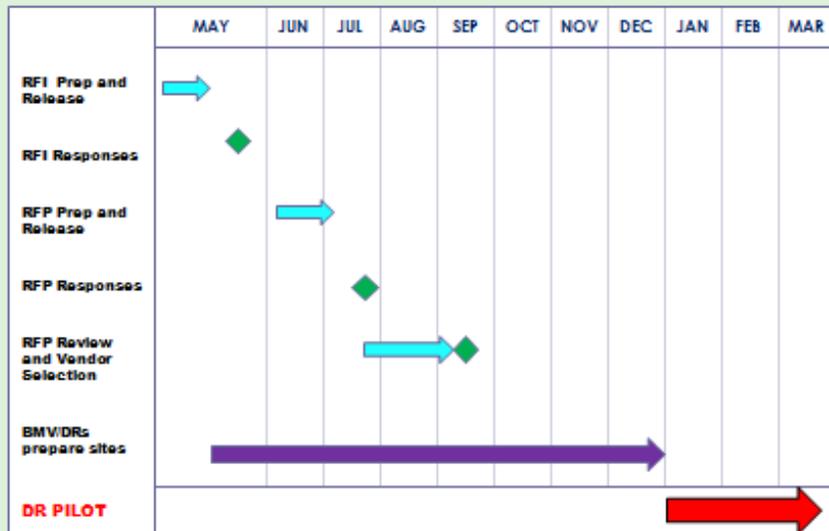
PNC Bank

US Bank

**EXHIBIT D**

**PROJECT TIMELINE**

**DR Phase I: Vendor Selection and Pilot**



**DR Phase II: FTD Implementation**

