

Back in February, the Director of Revenue shared that he was committed to creating a positive business relationship with license offices, ensuring positive customer service, and awarding license office contracts to the best vendors consistent with Missouri's procurement requirements. As such, we announced that we would be reviewing the RFP requirements for possible modifications, and seeking feedback from any license office with recommended changes that may improve our business relations. That feedback was due by February 18, 2022.

While February seems like a long time ago, between then and now, department leaders met over 10 times for more than 18 hours with up to 10 DOR representatives in the room to discuss contract requirements and evaluation points. That's not even counting the hours of review and discussion outside the allotted meeting times.

After many months of discussion, we are ready to share some of the primary changes we are proposing to make. Of course, we are still making final touches to the contract and will be seeking feedback from the Office of Administration, Procurement Division, before we begin issuing bids with the following proposed changes:

- Staffing All Workstations - License offices will determine staffing needs based on peak hours, last week of month, highway patrol testing days, customer wait times.
- Polo Shirts - Removed from RFP - License offices will determine appropriate office attire.
- Pay Increases - Removed from RFP - License offices will determine monetary awards.
- Wait Times - Still an evaluation item but narrowed down the options and lowered the points.
- Pre-Screener - Still an evaluation item but lowered the points and the percentage of hours.
- Paid Time Off - Removed from RFP - License offices will determine non-monetary awards.
- Free Wi-Fi - Removed from RFP - License offices will determine services they offer to customers in this regard.
- Officer's Presence in a License Office - Still an evaluation item but lowered the hours required.
- Principal Place of Business - Still an evaluation item but slightly lowered points.
- Staff Training/Customer Service - Still an evaluation item and increased training hours for points.
- Automated Doors - Removed from RFP - License offices can determine business need.
- Office Cleaning - Removed from RFP - License offices can determine office cleaning needs to offer a professional environment to their customers.
- Points Deducted for Cancellation or Suspension - Reduced points from 20 down to 14.

These changes are proposed to be made to future RFPs. License offices are still required to meet the requirements of their existing contracts. Additional changes, including language edits and updated definitions, are also being proposed to the RFP language and the list above is not all inclusive. All vendors considering bids in the future should read the updated RFP, once published for open bids, in its entirety.

We sincerely appreciate the feedback we received and we look forward to continually improving our business relations.