

MICHAEL L. PARSON
GOVERNOR



WAYNE WALLINGFORD
DIRECTOR OF REVENUE

KENNETH STRUEMPH
DIVISION DIRECTOR

MISSOURI DEPARTMENT OF REVENUE
MOTOR VEHICLE AND DRIVER LICENSING DIVISION
POST OFFICE BOX 629
JEFFERSON CITY, MO 65105-0629
PHONE: (573) 526-1827/FAX: (573) 526-4774
WEBSITE: www.dor.mo.gov

September 8, 2023

Vendor: Bella Risk WS, LLC
PO Box 29122
Kansas City, MO 64152

Point of Contact: Chase Williams
PH: (816) 355-4500
Fax: (816) 207-0071
PO Box 29122
Kansas City, MO 64152

Re: North Kansas City License Office, Protest of Award for RFPDOR230041

Dear Mr. Williams:

The Department of Revenue ("Department") received your protest letter dated March 29, 2023 on behalf of Bella Risk WS, LLC ("Bella") challenging the above-referenced award to LO Management LLC ("LOM"). The Department has reviewed your protest pursuant to the authority granted by the Special Delegation of Authority ("SDA537"), executed with the Office of Administration, Division of Purchasing (the "Division"), on December 1, 2021, as well as 1 CSR 40-1.050(12), and considered the information and arguments presented therein. After having done so, the Department sustains Bella's protest. Pursuant to SDA537 and 1 CSR 40-1.050(12), the Department hereby cancels the award of RFPDOR230041 to LOM and will re-award RFPDOR230041 to the highest scoring proposal.

Findings of Fact

- 1) On January 1, 2023, in accordance with SDA537, the Department issued RFPDOR230041 for the North Kansas City License Office ("NKCLO"), a request for proposal ("RFP") to provide license office services in and around North Kansas City, Missouri;

- 2) On January 25, 2023, the NKCLO RFP closed;
- 3) Bella and LOM, among others, submitted proposals for the NKCLO RFP;
- 4) On March 22, 2023, after evaluation, the NKCLO RFP was awarded to LOM with a total score of 165.76 points, and Bella came in second with a total score of 160.26 points;
- 5) On March 29, 2023, Bella filed a timely protest alleging the following:
 - Point I: E-Verify Affidavit of Work Authorization.
 - Point II: Digital Signatures.
 - Point III: Liquidated Damages/Inventory Charges.
 - Point IV: Multiple Inventory Orders.
- 6) Only Point III is relevant, all other points are moot.

Analysis

Point I: E-Verify Affidavit of Work Authorization.

Point I of Bella's protest is denied as moot.

Point II: Digital Signatures.

Point II of Bella's protest is denied as moot.

Point III: Liquidated Damages/Inventory Charges.

Bella alleges the scoring for Exhibit A Section B-6B – Contract License Office Manager Experience – Inventory Control was incorrect. Specifically, Bella proposed Brittany Plant as their Contract License Office Manager and for question one Bella selected, “No – The License Office(s) has not been assessed any inventory charges in the last two (2) years.” This selection is worth eight (8) points. Bella instead received two (2) points for their selection to this question.

Bella's proposal received two (2) points for their selection to this question for the following reason. Bella's proposal listed Ms. Plant as the Office Manager for Liberty License Office between August 31, 2021 and January 25, 2023. Department records indicate Liberty License Office had inventory charges in the amount of \$47.25 on February 8, 2023 from an assessment conducted for the month of December, 2022. Department records further indicate Liberty License Office had inventory charges in the amount of \$46.00 on April 6, 2022, from the close-out inventory assessment conducted on February 10, 2022, prior to the office transitioning to a new contractor. These two charges amount to a total of \$93.25 (less than \$100, but equal to or

Mr. Chase Williams
September 8, 2023
Page 3

greater than \$50) and were the reason for Bella only receiving two (2) points for this question, pursuant to the scoring criteria.

However, upon secondary review of Department records, it was discovered Ms. Plant actually started her position as Office Manager for Liberty License Office on February 16, 2022, not August 31, 2021. The \$93.25 of inventory charges were actually assessed to the prior contractor, under which Ms. Plant was never employed. Therefore, Bella should have received the full eight (8) points for their response to this question.

Point III of Bella's protest is sustained, resulting in Bella's total score increasing from 160.26 points to 166.26 points and Bella's proposal having the highest overall score.

Point IV: Multiple Inventory Orders.

Point IV of Bella's protest is denied as moot.

Conclusion

For the reasons set forth above, the Department finds that Bella's protest establishes a basis for cancellation of the Division's award of RFPSDOR230041 to LOM. Therefore, Bella's protest is sustained. Pursuant to 1 CSR 40-1.050(12), the Department hereby cancels the award of RFPSDOR230041 to LOM and will re-award RFPSDOR230041 to the highest scoring proposal.

Sincerely,



Kenneth Struempfl, Director
Motor Vehicle and Driver License Division