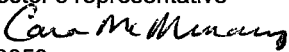


April 28,2023

To whom it may concern,

I am writing to protest the bid award for the Crane License Office.

I first want to include the following information as required:

- A. Name, address, and phone number of the protester-
McMenamy Ventures, LLC, Cara L. McMenamy, 103-1 South St., Crane, MO 65633,
417.723.8552
- B. Signature of the protester or the protester's representative-
My signature is below and also here: 
- C. Solicitation number is: RFPDOR230053
- D. Detailed statement describing the grounds for the protest -see below
- E. Supporting exhibits, evidence, or documents to substantiate claim-see attached

Detailed statement describing the grounds for the protest is as follows:

The Crane License Office bid start date was March 22, 2023. After reviewing the RFP, I submitted questions by email to tara.ronimous@dor.mo.gov on March 24, 2023. (A copy of the email I am referencing with my questions is attached.)

March 24, 2023 was well within the allowed time frame for questions and to be fair an answer should have been forthcoming as questions are addressed in the RFP. (See Page 3 of the RFP attached, section 1.2.3.)

I never received an answer and ultimately submitted my bid. In the attachment, you will see my question asking for clarification of who the Contract License Manager in this bid refers to. This question was crucial to my bid. As a current license office contractor, I am aware of past bids that separated out Contract Managers and Office Managers. An answer to my question could have led to a different outcome in my bid and possibly a different outcome in the award. I feel like this is definitely grounds to protest the award and for this reason I am asking for the award to be canceled and a rebid started.

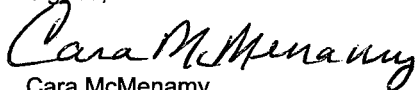
I also want to mention that some of the questions in the point system are unfair to small offices. There is no reason for us to have a prescreener or monitor or number machine. It is unfair to make us go to the expense just to get the bid when we have a 18 year history of quickly and efficiently helping our customers with little wait time. I would support the theory that the bidding system is to choose the most qualified bidder. Questions like these cause contract changes that will only cost the State of Missouri money and time.

Lastly I want to say I appreciate your attention to this matter. In my 18 years as a license office owner I have always found everyone at DOR respectful and helpful. At the Crane License Office, we have also done a great job serving our State and community, and would love to continue serving.

Supporting evidence attached are as follows:

1. Page 3 of the RFP, section 1.2.3
2. Email dated 3.24.2023

Signed,



Cara McMenamy
McMenamy Ventures, LLC

Crane License Office RFPSDOR230053

From :walkerinsuranceandrealty@mchsi.com
Subject :Crane License Office RFPSDOR230053
To :tara ronimous <tara.ronimous@dor.mo.gov>
Cc :walkerinsuranceandrealty
<walkerinsuranceandrealty@mchsi.com>

Fri, Mar 24, 2023 02:44 PM

Hi Tara, this is Cara with the Crane Contract Office. I have a couple questions that I will list below.

I am the current Contract Manager here at Crane with a separate Office Manager. Am I correct that questions pertaining to the Contract License Manager in this bid refers to myself, the proposed continuing contract manager, not the office manager?

As for the conflicts of interest question, I am a interim Crane City Council person and would run for office this spring. Is being a member of city council considered a conflict of interest? If so I will sever that tie.

Thank you!!

--

Crane License Office
Cara McMenamy
417.880.1923

1. INTRODUCTION AND GENERAL INFORMATION

1.1. Introduction:

1.1.1. This RFP constitutes a request for competitive, sealed proposals for the provision of quality customer service and office management services in the most effective and efficient manner possible to serve individuals seeking motor vehicle and driver licensing services in the geographic location listed in Attachment 1.

1.2. RFP Questions:

1.2.1. Questions and issues relating to the RFP must be directed to the buyer listed on page 1. It is preferred that questions be emailed to the buyer.

1.2.2. It is the vendor's responsibility to ask questions, request changes or clarifications, or otherwise advise the Department of Revenue if the vendor believes that any language, specifications, or requirements are: (1) ambiguous, (2) contradictory or arbitrary, (3) violate any state or federal law or regulation, (4) restrict or limit the requirements to a single source, or (5) restrict or limit the vendor's ability to submit a proposal.

- a. Vendors and their agents (including subcontractors, employees, consultants, or anyone else acting on their behalf) must direct all of their questions or comments regarding the RFP, the evaluation, etc., to the buyer of record indicated on the first page of this RFP. Vendors and their agents may not contact any other state employee regarding any of these matters during the solicitation and evaluation process. Inappropriate contacts are grounds for suspension and/or exclusion from specific procurements.

1.2.3. ~~All questions and issues should be submitted no later than ten (10) calendar days prior to the due date of the proposals listed on page 1. If not received prior to ten (10) days before the proposal due date, the Department of Revenue may not be able to fully research and consider the respective questions or issues.~~

1.2.4. Upon the Department of Revenue's consideration of questions and issues, if the Department of Revenue determines that changes are necessary, the resulting changes will be included in a subsequently issued RFP addendum(s); absence of such response indicates the questions and issues were considered but deemed unnecessary for a RFP addendum. All vendors will be advised of any change to the RFP's language, specifications, or requirements by a formal addendum to the RFP. There will be no separately posted question/answer document.

1.2.5. The only official position of the State of Missouri shall be that which is contained in the RFP and any addendums thereto.

1.3. Background Information:

1.3.1. The Department of Revenue has over one hundred and seventy (170) independent contracts for license office management and operation throughout the State of Missouri.

- a. The Department of Revenue determines the transaction types that each license office processes.
- b. The Department of Revenue determines the number of and required location for all license offices within the State of Missouri and may add, eliminate, or change location requirements of license offices at any time.
- c. In addition to the independent contracts, the Department of Revenue offers vehicle titling, registration, driver licensing, and other services at its Central Office in the Harry S Truman State Office Building in Jefferson City, Missouri, as well as by mail. Vehicle registration is available over the Internet (<https://dor.mo.gov/motor-vehicle/plates/renewal.html>) or through the Department's license plate renewal call center. The number of and type of services via the Internet are subject to change at any time, as determined by the Department of Revenue.
- d. ~~The Department of Revenue may, in the future, allow dealers to collect tax on vehicles which the dealers sell and appoint dealers to process the corresponding title and registration transactions.~~

1.3.2. Additional information is available regarding the Department of Revenue and its license offices as follows:

- a. Department of Revenue and its functions – <https://dor.mo.gov/>
- b. License office information: