

ATTACHMENT 5 (Continued)

LAN Cabling Continued

- Hubs, switches, routers, etc. must not exist in the cabled connection between the driver license equipment provided pursuant to the Driver License Document System Contract (contract number CT180778001) or state-provided or state approved equipment, and the state provided network equipment.
- Network cabling must follow industry standard guidelines and local code regulations.
- Must provide one permanent cabled network connection to the state agency's network in a suitable non-public location for use by State of Missouri staff.
- Cabled network connection must be provided for all state owned computers, printers, and credit card readers.

Driver License Requirements

Equipment Provided Pursuant to the Driver License Document System Contract (contract number CT180778001):

- Dedicated 20 AMP power circuit within 4 foot of the installation site. Must have a minimum of two (2) available plugs.
- Distance from the installation location of the camera to the area of the backdrop is a minimum of 78" which will allow for a 60" clearance from front of camera lens to front of the subject.
- Height of camera counter shall allow for camera lens to be 48" to 55" from floor.
- Cat 5e Ethernet connection is required to be within 15' of computer cabinet or table.
- CPU shall be placed on table or counter or housed on a shelf enclosure that allows for adequate air movement in and around CPU case. CPU shall not be placed on the floor or in an enclosed housing without ventilation.
- All hardware must be installed on stable secure counters or tables. No part of the hardware components shall extend past the surface of counters or tables that are used to house the operating equipment. Hardware shall be installed with all cords protected from traffic ways and subject to interference by customers.
- Camera to backdrop area shall not be a common foot traffic area.

Miscellaneous

- State provided network equipment:
 - *Must not be accessible to the public.*
 - *Must not exist in an area where it can be kicked, bumped, spilled upon, or otherwise damaged.*
 - *Must be located in a space of at least 2ft X 2ft X 2ft with adequate ventilation.*
 - *Must be located at a height that allows visibility and access from floor level without the use of a ladder, step stool, etc.*
 - *Must be visible and openly available for routine maintenance with no physical obstructions within one (1) foot of the equipment.*
 - *Must be connected to a surge protector.*

ATTACHMENT 5 (Continued)

Miscellaneous Continued

- *Must reside within the following environmental conditions:*
 - *Temperature: 32 to 104°F (0 to 40°C);*
 - *Relative humidity: 10 to 90 percent, non-condensing;*
 - *Altitude: 0 to 6500 feet (2000 m);*
 - *Shock: 250 G, < 2 ms; and*
 - *Vibration: 0.41 Grms² (3-500 Hz) random input;*
 - *Should reside in a closet that meets the dimension, access and environment requirements above.*
 - *Must be on a surface that can support the mounting of the equipment to the surface and should be mounted in one of the two (2) following fashions.*
 - *Mounted in a 19 inch network equipment rack. (Preferred option)*
 - *Mounted to plywood sheeting that is securely mounted to wall studs.*
-
- Must upon request, provide the state agency with an office wiring diagram depicting office furniture, counter space, walls, doors, LAN cabling, power outlets to driver license equipment provided pursuant to the Driver License Document System contract (contract number CT180778001) and state provided equipment.
 - Must provide dedicated single socket electrical receptacle for networking equipment.
 - Must only connect driver license equipment provided pursuant to the Driver License Document System Contract (contract number CT180778001) and state provided or state approved equipment to the State of Missouri provided router and switch.
 - Must not connect a personal computer or any external device, i.e., flash drive, iPod, etc., to driver license equipment provided pursuant to the Driver License Document System Contract (contract number CT180778001), or any state provided or state approved equipment without prior written approval from the state agency or authorized designee of the state agency.
 - Must purchase software or equipment upgrades for contractor provided equipment (approved by the state) when required by the state agency.
 - Must not access or install any data or software on any state provided computer or state approved computer without the express written consent of the state agency and must not permit any software, data, or information to be downloaded or used in any manner inconsistent with the contract.
 - Must not power cycle, modify cabling to, or otherwise tamper with the state provided router and/ or switch without prior approval from State of Missouri staff.
 - Must agree that only driver license equipment provided pursuant to the Driver License Document System contract (contract number CT180778001), state provided equipment, and contractor provided equipment approved for license office transaction processing shall be used to process, access, or store state agency information unless otherwise authorized by the state agency.

Whenever the State desires, all equipment, whether driver license equipment provided pursuant to the Driver License Document System contract (contract number CT180778001), state provided or state approved equipment, shall be subject to inspection and monitoring, both remotely or in person, to ensure compliance with the contract, state and federal laws, and state agency procedures and requirements. As part of such inspection, the state may check all software and data, copy any software or data, and/or remove all non-conforming software or data.

ATTACHMENT 5 (Continued)

Definitions

- State provided equipment includes:
 - *Cisco router and switch;*
 - *Equipment to process motor vehicle transactions: Titling and Registration Intranet Processing System (TRIPS) computers; TRIPS printers, and TRIPS barcode reader(s) if available from the state agency; and*
 - *Equipment used when processing driver and nondriver license transactions: Vision machines, magnifying glasses, hand-held black lights, and void punches.*
- Driver License Equipment Provided pursuant to the Driver License Document System Contract (contract number CT180778001) - Includes equipment to process driver and nondriver license transactions: Cameras, signature tablets, computers, document scanners, and paper printers.

Relocation

- If relocation is approved by the state agency, the contractor is responsible for moving all equipment, excluding driver license equipment, which must be moved by the Department of Revenue's designee, unless otherwise approved by the state agency and its designee.

ATTACHMENT 6

EVALUATION ELEMENT POINTS POSSIBLE

Evaluation Element	Points Possible	Explanation
Minimum Hourly Wage (Exhibit A, Section A Personnel Retention, A-1)	25.00	Hourly wage proposed ÷ highest hourly wage proposed by competing vendor x 25 points
New Employee Training (Exhibit A, Section A Personnel Retention, A-2)	25.00	120 hours = 25 points 40 hours = 5 points 80 hours = 15 points 0 hours = 0 points
Contract License Office Manager Training (Exhibit A, Section A Personnel Retention, A-3)	25.00	One (1) or more years' experience as a License Office Manager within the last five (5) years = 25 points 120 hours = 15 points 40 hours = 5 points 80 hours = 10 points 0 hours = 0 points
Public Restroom (Exhibit A, Section B Service, B-1)	10.00	ADAAA compliant restroom inside office = 10 points ADAAA compliant restroom within the facility = 5 points Non-compliant restroom inside office = 7 points Restroom within facility but not in license office = 2 points No restroom = 0 points
Wait Times (Exhibit A, Section B Service, B-2)	12.00	Contractor will maintain 15 minutes or less = 12 points Contractor will maintain 30 minutes or less = 4 points
Pre-Screener (Exhibit A, Section B Service, B-3)	6.00	75% or more of office hours each month = 6 points 25% or more of office hours each month = 2 points 50% or more of office hours each month = 4 points Will not have a pre-screener = 0 points
Assistance to Customers (Exhibit A, Section B Service, B-4)	2.00	1 point each
Contract License Office Manager Presence in a License Office (Exhibit A, Section B Service, B-4)	20.00	All required operating hours per week = 20 points 50% of all required operating hours per week = 10 points 75% of all required operating hours per week = 15 points Less than 50% of all required operating hours per week = 0 points

ATTACHMENT 6 (Continued)

Evaluation Element	Points Possible	Explanation
Inventory Control (<i>Exhibit A, Section B Experience, B-6A</i>)	14.00	See Attachment 6 page 4 for detailed scoring
Customer Service Experience (<i>Exhibit A, Section B Experience, B-6B</i>)	4.00	See Attachment 6 page 5 for detailed scoring
Computer Experience (<i>Exhibit A, Section B Experience, B-6C</i>)	10.00	See Attachment 6 page 6 for detailed scoring
Private Working Area for State of Missouri staff member (<i>Exhibit A, Section C Miscellaneous Items, C-1</i>)	5.00	Yes = 5 points No = 0 points
Separate, non-published phone number for state agency use (<i>Exhibit A, Section C Miscellaneous Items, C-1</i>)	2.00	Yes = 2 points No = 0 points
Security System (<i>Exhibit A, Section C Miscellaneous Items, C-1</i>) Will install a security system that will allow the state agency's Central Office access to view the security system cameras via the Internet at any time, without requesting permission. (The state agency will access on an as needed basis to address real time customer concerns as well as fraud review).	7.00	Yes = 7 points No = 0 points

ATTACHMENT 6 (Continued)

Evaluation Element	Points Possible	Explanation
Panic Button (<i>Exhibit A, Section C Miscellaneous Items, C-2</i>) Will install at least one (1) concealed, alarm-monitored panic button under the customer service counters/ desks. Will install a concealed, alarm- monitored panic button under the customer service counters/ desks between every two (2) workstations. (credit will not be given if there are not at least three workstations in Attachment 1).	5.00	If installing between every other workstation and the office has more than three workstations = 5 points If installing only one button = 2.5 points No button = 0 points
Technical Proposal Total Points Possible	172.00	
Vendor Status Maximum Points	4.00	Political Subdivision = 4 points IRS Tax Exempt = 1 point IRS Tax Exempt Stats Reinvesting Net Proceeds = 1 point
Vendor Status Total Points Possible	4.00	
Missouri Service-Disabled Veteran Business Enterprise Preference	3.00	
Prior History Deductions	Up to -14.00	See Section 4.6.4
Total Possible Points	179.00	

ATTACHMENT 6 (Continued)

INVENTORY CONTROL EVALUATION CRITERIA

Evaluation Element	Explanation
<p>Identify the Contract License Office Manager's experience monitoring and maintaining inventory controls for a license office.</p> <p>Missing Inventory Charges Has the License Office(s) been assessed charges for missing inventory during the last two (2) years in their capacity as an owner, officer, contract manager, or office manager of another license office?</p>	<p>The License Office(s) has not been assessed inventory charges in the last two (2) years = 8 points</p> <p>The total amount was less than fifty (50) dollars = 5 points</p> <p>The total amount was less than one-hundred (100) dollars but equal to or greater than fifty (50) dollars = 2 points</p> <p>The total amount was equal to or greater than one-hundred (100) dollars = 0 points</p> <p>Contract License Office Manager has no prior License Office experience. or N/A = 0 points</p>
<p>Shipping Cost Has the License Office been assessed shipping cost for placing more than two inventory orders in a month?</p>	<p>No = 2 points</p> <p>Yes or N/A = 0 points</p>

ATTACHMENT 6 (Continued)

CUSTOMER SERVICE EXPERIENCE CRITERIA

Evaluation Element	Explanation
Inventory Experience Vendor should select the one that best describes the Contract License Office Manager inventory experience. The Contract License Office Manager:	<p>Has worked directly in a license office in a management role responsible for stocking, monitoring, and ordering inventory for the license office for at least five (5) out of the previous ten (10) years = 4 points</p> <p>Has worked in a retail or consumer-driven business for at least the last ten (10) years with responsibility for stocking and monitoring inventory, and for utilizing and understanding the importance of inventory controls, but have never been responsible for ordering additional inventory = 2 points</p> <p>Has worked in a retail or consumer-driven business for at least the last five (5) years and understands the importance of maintaining adequate inventory levels, but has never been responsible for stocking, monitoring or ordering inventory = 1 points</p> <p>Has no experience with maintaining inventory in a retail or consumer-driven business or a license office = 0 points</p>
Customer Service Identify the Contract License Office Manager's experience in a customer service position.	<p>The Contract License Office Manager has been in the customer service position for the last 15 years. = 4 points</p> <p>The Contract License Office Manager has worked at least ten (10) years over the last 15 years in the customer service position. = 2 points</p> <p>The Contract License Office Manager identified has worked at least six (6) years over the last 15 years in the customer service position. = 1 point</p> <p>The Contract License Office Manager has less than six (6) years of experience over the last 15 years in a customer service position. = 0 points</p>

ATTACHMENT 6 (Continued)

COMPUTER EVALUATION CRITERIA

Evaluation Element	Explanation
<p>MVDL Processing Experience Identify the Contract License Office Manager past years of experience performing motor vehicle and driver license transaction processing.</p>	<p>More than ten (10) years experience = 2 points Over five (5) years up to ten (10) years experience = 1.5 points Over three (3) years up to five (5) years experience = 1 point Over one (1) year up to three (3) years experience = 0.5 points One (1) year or less of experience = 0 points</p>
<p>Driver Licensing Processing Experience Processing drivers license transactions in state agency specific equipment identified in the RFP: In the last five (5) years did the Contract License Office Manager process at least:</p>	<p>One thousand (1,000) or more driver license transactions = 2 points Five hundred (500) to ninety-nine hundred (999) driver license transactions = 1.5 points Less than five hundred (500) driver license transactions = 1 point Never worked in a license office or never processed driver license transactions = 0 points</p>
<p>Motor Vehicle Processing Experience Processing motor vehicle transactions in state agency specific equipment identified in the RFP: In the last five (5) years did the Contract License Office Manager process at least:</p>	<p>One thousand (1,000) or more motor vehicle transactions = 2 points Five hundred (500) to ninety-nine hundred (999) motor vehicle transactions = 1.5 points Less than five hundred (500) motor vehicle transactions = 1 point Never worked in a license office or never processed motor vehicle transactions = 0 points</p>
<p>Other Transaction Types If applicable, were 50% or more of the motor vehicle transactions indicated a transaction type other than a motor vehicle renewal?</p>	<p>No = 0 points Yes = 2 points</p>
<p>Computer Experience In addition, the named Contract License Office Manager has:</p>	<p>Worked in a profession over the past ten (10) years with three or more of the following computer programs: Windows 7 or above; Microsoft Office (including Excel, Outlook, and Word); SharePoint; Internet Explorer, Microsoft Edge or Google Chrome; WebEx; and Adobe Acrobat Reader or better = 2 points</p> <p>Worked in a profession over the past five (5) years with three or more of the following computer programs: Windows 7 or above; Microsoft Office (including Excel, Outlook, and Word); SharePoint; Internet Explorer, Microsoft Edge or Google Chrome; WebEx; and Adobe Acrobat Reader or better = .5 points</p> <p>Not met either of the computer experience qualifications identified = 0 points</p>

ATTACHMENT 7

OTHER STATE CONTRACTS

The State of Missouri has contracts as summarized below that impact license offices. The contractors and contract terms are subject to change as a result of any subsequently completed procurement(s) and contract award(s).

E-Payment Services:

Currently with NCR Payment Solutions, FL, LLC (contract number C214037002, bid number B2Z14037) – This contract is an electronic payment vendor used to process credit and debit card payments, including those received by the Department of Revenue and license offices and other electronic payments that integrate Internet electronic payment acceptance. Per the terms of the contract, the electronic payment vendor collects a surcharge or convenience fee from each paying license office customer.

Digitized Image Driver License Document System:

Currently with Idemia Identity Security USA LLC (contract number CT180778001, bid number RFPT30034901800778). This contract is for a Central Issue (CI) driver license document system for the Department of Revenue, also referred to as the Missouri Electronic Driver License system (MEDL), and expires June 21, 2026.

Temporary Registration Permits:

Currently with RR Donnelley (contract number CS192769001, bid number RFPS30034901902769) – This contract is to manufacture temporary motor vehicle, trailer, and motorcycle registration permits. Per the terms of the contract, RR Donnelley takes, fulfills, and ships orders for the permit from the Department of Revenue, license offices and automobile dealers, including invoicing and payments. The price charged by RR Donnelley is set by the vendor each year. Refer to oa.mo.gov/purchasing/bidding-contracts/awarded-bid-contract-document search for current pricing. All charges related to this section are the responsibility of the contractor.

Banking Services:

Currently with Central Bank (contract number CS180543001) – The Missouri State Treasurer and the Department of Revenue contracts for depository services for the collection of state and non-state funds. The contractor provides a remote deposit system and all necessary equipment to prepare and transmit imaged deposits (checks, money orders) collected at the license office to the designated state account.

ATTACHMENT 8

CONTRACT LICENSE OFFICE MANAGER EXPERIENCE AND SKILLS

The following is a non-exhaustive list of Experience and Skills for a Contract License Office Manager:

- Strong interpersonal skills – a Contract License Office Manager will have substantial in-person or telephone contact with members of the public seeking services or information.
- Demonstrated experience and ability to ensure customer service.
- Supervisory background in scheduling, evaluations, training, and discipline.
- Self-driven and determined to serve customers and accurately process transactions.
- Well-organized multi-tasker who thrives in a fast-paced environment.
- Willing to work longer days when necessary to serve customers.
- Experience handling and accounting for money received.

Minimum Expected Experience:

A Contract License Office Manager must have demonstrated experience managing a retail business; managing the delivery of customer service; managing a license office; managing a closely related office environment; or supervisory work in a license office or for the Department of Revenue.

Minimum Required Training:

A Contract License Office Manager must complete the minimum number of training hours, as proposed in Exhibit A, Section A-3, within ninety (90) days of employment.

Special Requirements:

All applicants for a Contract License Office Manager must consent to and pass fingerprinting and a criminal background investigation.

Transaction Processing Responsibilities:

A Contract License Office Manager will be responsible for ensuring license office functions and license office personnel are compliant with both Missouri and Federal law, and all Missouri Department of Revenue procedures regarding Motor Vehicle titling, registration, driver and non-driver licensing, and all other assigned transactions per the contract. The following is a non-exhaustive list of additional Transaction Processing Responsibilities for a Contract License Office Manager:

- Accurately process transactions for customers.
- Review customer documentation as required.
- Collect fees, sales and local taxes, and reconcile financial records.
- Handle cash, checks, and credit/debit card payments.
- Meet deposit, shipment, and recordkeeping requirements and timelines.
- Review and approve all voided transactions.
- Monitor license office personnel and office practices for fraud and deception.
- Operate computers, cameras, cash drawers, photocopiers, credit/debit card equipment, and driver license equipment.

ATTACHMENT 8 (Continued)

Customer Service Responsibilities:

The following is a non-exhaustive list of Customer Service Responsibilities for a Contract License Office Manager:

- Hire and retain license office personnel, collect and remit all required withholding taxes, and ensure compensation for all license office personnel in accordance with state and federal laws.
- Provide training to license office personnel to ensure they are able to process transactions, provide customer service, and comply with the state agency policies and procedures and related federal, state, and local statutes and regulations.
- Provide customer service that takes care of the customer's needs by providing and delivering professional, helpful, high-quality service and assistance, before, during, and after the customer's transaction needs are met.
- Respond to any and all customer feedback, concerns, or complaints within three (3) business days after receipt.
- Be responsible for all license office personnel maintaining confidentiality requirements as required by law and protecting "personal identifiable information" ("PII") of customers.

Inventory Management Requirements:

The following is a non-exhaustive list of Inventory Management Requirements for a Contract License Office Manager. A Contract License Office Manager:

- Is responsible for receipt, distribution, and accountability of all inventory. Inventory includes, but is not limited to, secure driver license paperwork, license plates, registration stickers, temporary permits, decals, placards, and other security and inventory items.
- Will allow the state agency at least five (5) days to process and ship any inventory orders.
- Will ensure automatic monthly shipments are sufficient to meet customer demand.
- Will read and follow Inventory Insights guidelines and instructions as provided by the state agency.
- Will complete monthly and semi-annual inventory reconciliation as directed by the License Offices Bureau.

Communications Requirements

The following is a non-exhaustive list of Communications Requirements for a Contract License Office Manager. A Contract License Office Manager:

- Will be required to read and disseminate state agency communications intended for license office personnel to all license office personnel and ensure team members affected by the state agency communication comply within any timeframe requested by the state agency communication or by state agency policies and procedures.
- Will be required to educate all license office personnel on where to find the License Office Resource page where the Missouri Department of Revenue posts quick reference guides, procedures, charts, Motor Vehicle processing manuals, tax calculators, legislative changes, "How to Videos", Driver License processing manual, and other resource information.
- Will regularly share with license office personnel the expectation to process transactions accurately, provide and delivery high quality customer service, and comply with the state agency policies and procedures and related federal, state, and local statutes, and regulations.
- The Contract License Office Manager's full name, title, and office phone number must be visually displayed in large print on the entrance door along with the office operating hours. The contract name, contractor's name, and phone number may also be displayed for transparency to their customers.

Ronimous, Tara

From: Freeman, Alan
Sent: Friday, March 24, 2023 12:23 PM
To: DOR.LOProcurement; Ronimous, Tara; Pyatt, Missy; Kleffner, Nicki
Cc: Magers, Jonathan
Subject: Finalized - Evaluator Signature Page for RFPDOR230041 - North Kansas City License Office
Attachments: 2023.03.22_RFPDOR230041_North_Kansas_City_Evaluation_Team_Signatures.pdf

Based on our meeting attached is the Signature Page for the **North Kansas City** License Office.

Authorization to Award

Office Location: **North Kansas City**

Proposed Winner: **LO Management, LLC**

Contract Period: **April 13, 2023 – April 13, 2028**

RFP: **RFPDOR230041**

NOTE: The office is currently open, the current contract expires on April 12, 2023.

Sincerely,

Alan

Alan Freeman

Contract Procurement Manager

License Office Bureau

573-526-7773 | Alan.Freeman@dor.mo.gov



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EVALUATION REPORT FORM
DEPARTMENT OF REVENUE

REQUEST FOR PROPOSAL: RFPSDOR230041
LICENSE OFFICE: North Kansas City
DOR PROCUREMENT BUYERS NAME: Tara Ronimous

VENDOR NAME	TECHNICAL SCORE (Maximum 172 Points)	VENDOR STATUS SCORE	PRIOR HISTORY DEDUCTIONS	Total	Proposal Rank	Note (See Memo)
1 Bella Risk WS LLC	158.26	0.00	0.00	158.26	2.00	
2 Dandelion Fields LLC	0.00	0.00	0.00	0.00		Non compliant
3 LO Management LLC	158.76	3.00	0.00	161.76	1.00	
4 Paul J Wrabec Co Inc	142.00	0.00	0.00	142.00	3.00	
5 PEM Investments LLC	129.93	0.00	0.00	129.93	4.00	

RFP Evaluation Summary

Attachment 1		VENDOR:		Bella Risk WS LLC	Vendor 1 - Verification (If Applicable)	Dandelion Fields LLC	Vendor 2 - Verification (If Applicable)	LO Management LLC	Vendor 3 - Verification (If Applicable)
		APPLICATION RANK:		2				1	
Total Workstations		7	TOTAL SCORE:		158.26		0.00	161.76	
MV Workstations		6	TECHNICAL SCORE (MAX 172):		158.26		0.00	158.76	
DL Workstations		1	Section A		74.26		0.00	74.26	
			Section B		65.00		0.00	65.50	
			Section C		19.00		0.00	19.00	
		VENDOR STATUS SCORE (MAX 8):		0.00		0.00		3.00	
		PRIOR HISTORY DEDUCTIONS (MAX -14):		0.00		0.00		0.00	
		POINTS POSSIBLE							
Section A-2 - Training - New Employees - Proposed Training									
		120 hours	25	Vendor Selection				Vendor Selection	
		80 hours	15						
		40 hours	5						
		0 hours	0						
		NO Response	0						
		Points Awarded:		25		0		25	

RFP Evaluation Summary

Attachment 1		VENDOR:		Paul J Wrabec Co Inc	Vendor 4 - Verification (if Applicable)	PEM Investments LLC
APPLICATION RANK:				3		4
Total Workstations	7	TOTAL SCORE:		142.00		129.93
MV Workstations	6	TECHNICAL SCORE (MAX 172):		142.00		129.93
DL Workstations	1			65.00		64.93
				58.00		46.00
				19.00		19.00
		VENDOR STATUS SCORE (MAX 8):		0.00		0.00
		PRIOR HISTORY DEDUCTIONS (MAX -14):		0.00		0.00
		POINTS POSSIBLE				
Section A-2 - Training - New Employees - Proposed Training						
		120 Hours	25	Vendor Selection		Vendor Selection
		80 hours	15			
		40 hours	5			
		0 hours	0			
		NO Response	0			
		Points Awarded:		25		25

RFP Evaluation Summary

Attachment 1		VENDOR:		Bella Risk WS LLC		Vendor 1 - Verification (If Applicable)		Dandelion Fields LLC		Vendor 2 - Verification (If Applicable)		LO Management LLC		Vendor 3 - Verification (If Applicable)	
Total Workstations		7		2								1			
TOTAL SCORE:				158.26				0.00				161.76			
MV Workstations		6		158.26				0.00				158.76			
DL Workstations		1		74.26		Section A		0.00				74.26			
				65.00		Section B		0.00				65.50			
				19.00		Section C		0.00				19.00			
				0.00		VENDOR STATUS SCORE (MAX 8):		0.00				3.00			
				0.00		PRIOR HISTORY DEDUCTIONS (MAX -14):		0.00				0.00			
POINTS POSSIBLE															
Section A-3 - Training - Contract License Office Manager - Proposed Training															
CLOM has One (1) or more years of experience as a manager of a LO within the last five (5) years				25		Vendor Selection		Verified		Select one		Vendor Selection		Verified	
120 Hours				15											
80 hours				10											
40 hours				5											
0 hours				0											
NO Response				0											
Points Awarded:				25								25			
SECTION A TOTAL SCORE:				74.26				0.00				74.26			

RFP Evaluation Summary

Attachment 1		APPLICATION RANK:		Paul J Wrabec Co Inc	Vendor 4 - Verification (If Applicable)	PEM Investments LLC
Total Workstations	7	TOTAL SCORE:		142.00		129.93
MV Workstations	6	TECHNICAL SCORE (MAX 172):		142.00		129.93
DL Workstations	1			65.00		64.93
	58.00				46.00	
	19.00				19.00	
		VENDOR STATUS SCORE (MAX 8):		0.00		0.00
		PRIOR HISTORY DEDUCTIONS (MAX -14):		0.00		0.00
		POINTS POSSIBLE				
Section A-3 - Training - Contract License Office Manager - Proposed Training						
CLOM has One (1) or more years of experience as a manager of a LO within the last five (5) years		25		Select one		
120 Hours		15	Vendor Selection		Vendor Selection	
80 hours		10				
40 hours		5				
0 hours		0				
NO Response		0				
		Points Awarded:		15		15
		SECTION A TOTAL SCORE:		65.00		64.93

RFP Evaluation Summary

Attachment 1		Vendor 1 - Verification (If Applicable)		Vendor 2 - Verification (If Applicable)		Vendor 3 - Verification (If Applicable)	
Bella Risk WS LLC		Dandelion Fields LLC		LO Management LLC			
VENDOR:		2		1			
APPLICATION RANK:							
TOTAL SCORE:		158.26		161.76			
TECHNICAL SCORE (MAX 172):		158.26		158.76			
Section A		74.26		74.26			
Section B		65.00		65.50			
Section C		19.00		19.00			
VENDOR STATUS SCORE (MAX 8):		0.00		3.00			
PRIOR HISTORY DEDUCTIONS (MAX -14):		0.00		0.00			
POINTS POSSIBLE							

Exhibit A - Section B - Customer Service Initiatives and Vendor and Contract License Office Manager Experience

Section B-1 - Public Restroom		Vendor Selection		Vendor Selection	
ADAAA compliant restroom located within the license office that will be available to the public upon request, cleaned on a daily basis, and functioning with little to no closure during regular business hours.		10			
A non-ADAAA compliant restroom located within the license office that will be available to the public upon request, cleaned on a daily basis, and functioning with little to no closure during regular business hours.		7			
Access to an ADAAA compliant restroom located within the facility, such as an office building or strip mall, that is not the responsibility of the License Office and is no more than 500 feet from door to door.		5			
Access to a restroom within the facility, such as an office building or strip mall, that is not the responsibility of the License Office and is no more than 500 feet from door to door.		2			
No restroom will be available		0			
NO RESPONSE		0			
Points Awarded:		10		0	
				10	

RFP Evaluation Summary

Attachment 1		VENDOR:		Paul J Wrabec Co Inc	Vendor 4 - Verification (If Applicable)	PEM Investments LLC
		APPLICATION RANK:		3		4
Total Workstations	7	TOTAL SCORE:		142.00		129.93
MV Workstations	6	TECHNICAL SCORE (MAX 172):		142.00		129.93
DL Workstations	1			65.00		64.93
				58.00		46.00
				19.00		19.00
		VENDOR STATUS SCORE (MAX 8):		0.00		0.00
		PRIOR HISTORY DEDUCTIONS (MAX -14):		0.00		0.00
		POINTS POSSIBLE				

Exhibit A - Section B - Customer Service Initiatives and Vendor and Contract License

Section B-1 - Public Restroom		Vendor Selection	Vendor Selection
ADAAA compliant restroom located within the license office that will be available to the public upon request, cleaned on a daily basis, and functioning with little to no closure during regular business hours.		10	
A non-ADAAA compliant restroom located within the license office that will be available to the public upon request, cleaned on a daily basis, and functioning with little to no closure during regular business hours.		7	
Access to an ADAAA compliant restroom located within the facility, such as an office building or strip mall, that is not the responsibility of the License Office and is no more than 500 feet from door to door.		5	
Access to a restroom within the facility, such as an office building or strip mall, that is not the responsibility of the License Office and is no more than 500 feet from door to door.		2	
No restroom will be available		0	
NO RESPONSE		0	
Points Awarded:		10	10

RFP Evaluation Summary

Attachment 1		VENDOR:		Bella Risk WS LLC	Vendor 1 - Verification (if Applicable)	Dandelion Fields LLC	Vendor 2 - Verification (if Applicable)	LO Management LLC	Vendor 3 - Verification (if Applicable)
		APPLICATION RANK:		2				1	
Total Workstations	7	TOTAL SCORE:		158.26		0.00		161.76	
MV Workstations	6	TECHNICAL SCORE (MAX 172):		158.26		0.00		158.76	
DL Workstations	1			74.26		0.00		74.26	
				65.00		0.00		65.50	
				19.00		0.00		19.00	
		VENDOR STATUS SCORE (MAX 8):		0.00		0.00		3.00	
		PRIOR HISTORY DEDUCTIONS (MAX -14):		0.00		0.00		0.00	
		POINTS POSSIBLE							
Section B-2 - Wait Times									
Contractor will maintain a wait time of 15 minutes or less in both motor vehicle and driver license.			12	Vendor Selection				Vendor Selection	
Contractor will maintain a wait time of 30 minutes or less in both motor vehicle and driver license.			4						
NO RESPONSE			0						
		Points Awarded:		12		0			12

RFP Evaluation Summary

Attachment 1		VENDOR:		Paul J Wrabec Co Inc	Vendor 4 - Verification (If Applicable)	PEM Investments LLC
APPLICATION RANK:				3		4
Total Workstations	7	TOTAL SCORE:		142.00		129.93
MV Workstations	6	TECHNICAL SCORE (MAX 172):		142.00		129.93
DL Workstations	1			65.00		64.93
				58.00		46.00
				19.00		19.00
		VENDOR STATUS SCORE (MAX 8):		0.00		0.00
		PRIOR HISTORY DEDUCTIONS (MAX -14):		0.00		0.00
				POINTS POSSIBLE		
Section B.2 - Wait Times						
Contractor will maintain a wait time of 15 minutes or less in both motor vehicle and driver license.		12		Vendor Selection		Vendor Selection
Contractor will maintain a wait time of 30 minutes or less in both motor vehicle and driver license.		4				
		NO RESPONSE				
		Points Awarded:		12		4

RFP Evaluation Summary

Attachment 1		APPLICATION RANK:		Bella Risk W/S LLC	Vendor 1 - Verification (If Applicable)	Dandelion Fields LLC	Vendor 2 - Verification (If Applicable)	LO Management LLC	Vendor 3 - Verification (If Applicable)
		2						1	
Total Workstations	7	TOTAL SCORE:		158.26		0.00		161.76	
MV Workstations	6	TECHNICAL SCORE (MAX 172):		158.26		0.00		158.76	
DL Workstations	1			Section A	74.26	0.00		74.26	
				Section B	65.00	0.00		65.50	
				Section C	19.00	0.00		19.00	
		VENDOR STATUS SCORE (MAX 8):		0.00		0.00		3.00	
		PRIOR HISTORY DEDUCTIONS (MAX -14):		0.00		0.00		0.00	
		POINTS POSSIBLE							
Section B-3 - Pre-Screener				Vendor Selection				Vendor Selection	
		75% or more of all office hours each month	6						
		50% of all office hours each month	4						
		25% of all office hours each month	2						
		Vendor does not commit to providing pre-screener services	0						
		NO RESPONSE	0						
		Points Awarded:		6		0			6

RFP Evaluation Summary

Attachment 1		APPLICATION RANK:		Paul J Wrabec Co Inc	Vendor 4 - Verification (If Applicable)	PEM Investments LLC
Total Workstations	7	TOTAL SCORE:		142.00		129.93
MV Workstations	6	TECHNICAL SCORE (MAX 172):		142.00		129.93
DL Workstations	1	Section A		65.00		64.93
		Section B		58.00		46.00
		Section C		19.00		19.00
		VENDOR STATUS SCORE (MAX 8):		0.00		0.00
		PRIOR HISTORY DEDUCTIONS (MAX -14):		0.00		0.00
		POINTS POSSIBLE				
Section B.3 - Pre-Screener				Vendor Selection	Vendor Selection	
		75% or more of all office hours each month	6			
		50% of all office hours each month	4			
		25% of all office hours each month	2			
		Vendor does not commit to providing pre-screener services	0			
		NO RESPONSE	0			
		Points Awarded:	6			6

RFP Evaluation Summary

Attachment 1		VENDOR:		Bella Risk WS LLC	Vendor 1 - Verification (if Applicable)	Dandelion Fields LLC	Vendor 2 - Verification (if Applicable)	LO Management LLC	Vendor 3 - Verification (if Applicable)
APPLICATION RANK:		2						1	
Total Workstations	7	TOTAL SCORE:		158.26		0.00		161.76	
MV Workstations	6	TECHNICAL SCORE (MAX 172):		158.26		0.00		158.76	
DL Workstations	1			74.26		0.00		74.26	
		Section B		65.00		0.00		65.50	
		Section C		19.00		0.00		19.00	
		VENDOR STATUS SCORE (MAX 8):		0.00		0.00		3.00	
		PRIOR HISTORY DEDUCTIONS (MAX -14):		0.00		0.00		0.00	
				POINTS POSSIBLE					
Section B-4 - Assistance to Customers									
Monitor(s) that are a minimum of 32" and will at minimum display what customers must submit to complete transactions.				Vendor Selection				Vendor Selection	
Take a number system (may be manual or electronic) for customers as they enter the office, that is used on a daily basis, even when the office is not busy.				1	Vendor Selection			Vendor Selection	
NO RESPONSE				0					
				Points Awarded:					
				2		0		2	
Section B-5 - Assistance to Customers - Contract License Office Manager's Presence in a License Office									
All required operating hours per week				Vendor Selection				Vendor Selection	
75% of all required operating hours per week				20					
50% of all required operating hours per week				15					
Less than 50% of all required operating hours per week				10					
NO RESPONSE				0					
				Points Awarded:	20	0		20	

RFP Evaluation Summary

Attachment 1		VENDOR:		Paul J Wrabec Co Inc		Vendor 4 - Verification (If Applicable)		PEM Investments LLC	
APPLICATION RANK:				3				4	
TOTAL SCORE:				142.00				129.93	
TECHNICAL SCORE (MAX 172):				142.00				129.93	
Section A				65.00				64.93	
Section B				58.00				46.00	
Section C				19.00				19.00	
VENDOR STATUS SCORE (MAX 8):				0.00				0.00	
PRIOR HISTORY DEDUCTIONS (MAX -14):				0.00				0.00	
POINTS POSSIBLE									
Section B-4 - Assistance to Customers									
Monitor(s) that are a minimum of 32" and will at minimum display what customers must submit to complete transactions.				1		Vendor Selection		Vendor Selection	
Take a number system (may be manual or electronic) for customers as they enter the office, that is used on a daily basis, even when the office is not busy.				1		Vendor Selection		Vendor Selection	
NO RESPONSE				0					
Points Awarded:				2				2	
Section B-5 - Assistance to Customers - Contract License Office Manager's Presence in a License Office									
All required operating hours per week				20		Vendor Selection		Vendor Selection	
75% of all required operating hours per week				15					
50% of all required operating hours per week				10					
Less than 50% of all required operating hours per week				0					
NO RESPONSE				0					
Points Awarded:				20				20	

RFP Evaluation Summary

Attachment 1		VENDOR:		Bella Risk WS LLC	Vendor 1 - Verification (If Applicable)	Dandelion Fields LLC	Vendor 2 - Verification (If Applicable)	LO Management LLC	Vendor 3 - Verification (If Applicable)
APPLICATION RANK:		2		1					
TOTAL SCORE:		158.26		161.76					
TECHNICAL SCORE (MAX 172):		158.26		158.76					
Section A		74.26		74.26					
Section B		65.00		65.50					
Section C		19.00		19.00					
VENDOR STATUS SCORE (MAX 8):		0.00		3.00					
PRIOR HISTORY DEDUCTIONS (MAX -14):		0.00		0.00					
POINTS POSSIBLE									
SECTION B-6 Contract License Office Manager Experience									
Section B-6B - EXPERIENCE - Inventory Control - Identify the Contract License Office Manager's experience monitoring and maintaining inventory controls for a license office.									
1) Has the License Office(s) been assessed charges for missing inventory in the last two (2) years?									
1		No, The License Office(s) has not been assessed any inventory charges in the last two (2) years.		Vendor Selection		Select one		Select one	
I		Yes, The total amount was less than fifty (50) dollars.				Select one		Select one	
V		Yes, The total amount was less than one-hundred (100) dollars but equal to or greater than fifty (50) dollars.		DOR Verified		Verified		Select one	
E		Yes, The total amount was equal to or greater than one-hundred (100) dollars.				Select one		Vendor Selection	
N		N/A Contract License Office Manager has no prior experience.							
T		NO Response							
O									
W									
Y									
C									
H									
A									
K									
E									
S									
INVENTORY CHARGES - Points Awarded:		2		0		0		0	

RFP Evaluation Summary

Attachment 1		VENDOR:		Paul J Wrabec Co Inc	Vendor 4 - Verification (If Applicable)	PEM Investments LLC
		APPLICATION RANK:		3		4
Total Workstations	7	TOTAL SCORE:		142.00		129.93
MV Workstations	6	TECHNICAL SCORE (MAX 172):		142.00		129.93
DL Workstations	1			65.00		64.93
				58.00		46.00
				19.00		19.00
		VENDOR STATUS SCORE (MAX 8):		0.00		0.00
		PRIOR HISTORY DEDUCTIONS (MAX -14):		0.00		0.00

		POINTS POSSIBLE			
SECTION B-6 Contract License Office Manager Experience					
Section B-6B - EXPERIENCE - Inventory Control - Identify the Contract License Office Manager's experience monitoring and maintaining inventory controls for a license office.					
1) Has the License Office(s) been assessed charges for missing inventory in the last two (2) years?					
	No, The License Office(s) has not been assessed any inventory charges in the last two (2) years.	8	Vendor Selection	Not able to verify	
1	Yes, The total amount was less than fifty (50) dollars.	5		Select one	
1	Yes, The total amount was less than one-hundred (100) dollars but equal to or greater than fifty (50) dollars.	2		Select one	
1	Yes, The total amount was equal to or greater than one-hundred (100) dollars.	0		Select one	
C					Vendor Selection
H	N/A Contract License Office Manager has no prior experience.	0	DOR Verified		
A					
R					
G					
E	NO Response	0			
S					
INVENTORY CHARGES - Points Awarded:				0	0

RFP Evaluation Summary

Attachment 1		VENDOR:		Bella Risk WS LLC	Vendor 1 - Verification (If Applicable)	Dandelion Fields LLC	Vendor 2 - Verification (If Applicable)	LO Management LLC	Vendor 3 - Verification (If Applicable)	
TOTAL SCORE:		APPLICATION RANK:		2				1		
7		TOTAL SCORE:		158.26		0.00		161.76		
MV Workstations		TECHNICAL SCORE (MAX 172):		158.26		0.00		158.76		
6				Section A		0.00		74.26		
DL Workstations				1	Section B		0.00		65.50	
				Section C		0.00		19.00		
		VENDOR STATUS SCORE (MAX 8):		0.00		0.00		3.00		
		PRIOR HISTORY DEDUCTIONS (MAX -14):		0.00		0.00		0.00		
				POINTS POSSIBLE						
		2) Has the License Office(s) been assessed shipping costs for placing more than two inventory orders in a month?								
2		IF NO is selected		2	Vendor Selection	Verified	Select one	Vendor Selection	Verified	
3		IF YES is selected.		0						
4		N/A CLOM has no prior License Office experience.		0						
5		NO Response		0						
6		SHIPPING COSTS for INVENTORY ORDERS 2 or More - Points Awarded:		2			0		2	

RFP Evaluation Summary

Attachment 1		VENDOR:		Paul J Wrabec Co Inc	Vendor 4 - Verification (If Applicable)	PEM Investments LLC
Total Workstations		APPLICATION RANK:		3		4
		TOTAL SCORE:		142.00		129.93
MV Workstations		TECHNICAL SCORE (MAX 172):		142.00		129.93
DL Workstations		Section A		65.00		64.93
		Section B		58.00		46.00
		Section C		19.00		19.00
		VENDOR STATUS SCORE (MAX 8):		0.00		0.00
		PRIOR HISTORY DEDUCTIONS (MAX -14):		0.00		0.00
		POINTS POSSIBLE				
2) Has the License Office(s) been assessed shipping costs for placing more than two inventory orders in a month?						
2 - S H I P I N G C O S T S	If NO is selected	2		Vendor Selection	Not able to verify	
	If YES is selected.	0				
	N/A CLOM has no prior License Office experience	0		DOR Verified		Vendor Selection
	NO Response	0				
SHIPPING COSTS for INVENTORY ORDERS 2 or More - Points Awarded:				0		0

RFP Evaluation Summary

Attachment 1		VENDOR:		Bella Risk WS LLC	Vendor 1 - Verification (if Applicable)	Dandelion Fields LLC	Vendor 2 - Verification (if Applicable)	LO Management LLC	Vendor 3 - Verification (if Applicable)
TOTAL SCORE: 7		APPLICATION RANK: 2		158.26		0.00		1	
MV Workstations 6		TECHNICAL SCORE (MAX 172):		158.26		0.00		158.76	
DL Workstations 1		Section A		74.26		0.00		74.26	
		Section B		65.00		0.00		65.50	
		Section C		19.00		0.00		19.00	
		VENDOR STATUS SCORE (MAX 8):		0.00		0.00		3.00	
		PRIOR HISTORY DEDUCTIONS (MAX -14):		0.00		0.00		0.00	
POINTS POSSIBLE									
3) Vendor should select the one that best describes the Contract License Office Manager inventory experience. The Contract License Office Manager:									
Has worked directly in a license office in a management role responsible for stocking, monitoring, and ordering inventory for the license office for at least five (5) out of the previous ten (10) years.				4					
Has worked in a retail or consumer-driven business for at least the last ten (10) years with responsibility for stocking and monitoring inventory, and for utilizing and understanding the importance of inventory controls, but have never been responsible for ordering additional inventory.				2					
Has worked in a retail or consumer-driven business for at least the last five (5) years and understands the importance of maintaining adequate inventory levels, but has never been responsible for stocking, monitoring or ordering inventory.				1					
CLOM has no prior inventory experience.				0					
NO Response				0					
INVENTORY EXPERIENCE - Points Awarded:				2		0		4	
INVENTORY CONTROL TOTAL POINTS AWARDED:				6		0		6	

RFP Evaluation Summary

Attachment 1		VENDOR:		Paul J Wrabec Co Inc	Vendor 4 - Verification (If Applicable)	PEM Investments LLC
APPLICATION RANK:				3		4
Total Workstations	7	TOTAL SCORE:		142.00		129.93
MV Workstations	6	TECHNICAL SCORE (MAX 172):		142.00		129.93
DL Workstations	1	Section A		65.00		64.93
		Section B		58.00		46.00
		Section C		19.00		19.00
		VENDOR STATUS SCORE (MAX 8):		0.00		0.00
		PRIOR HISTORY DEDUCTIONS (MAX -14):		0.00		0.00
		POINTS POSSIBLE				
3) Vendor should select the one that best describes the Contract License Office Manager inventory experience. The Contract License Office Manager:						
3) L I C E N S E M A N A G E R I N V E N T O R Y E X P E R I E N C E	Has worked directly in a license office in a management role responsible for stocking, monitoring, and ordering inventory for the license office for at least five (5) out of the previous ten (10) years.	4		Select one		
	Has worked in a retail or consumer-driven business for at least the last ten (10) years with responsibility for stocking and monitoring inventory, and for utilizing and understanding the importance of inventory controls, but have never been responsible for ordering additional inventory.	2			Vendor Selection	
	Has worked in a retail or consumer-driven business for at least the last five (5) years and understands the importance of maintaining adequate inventory levels, but has never been responsible for stocking, monitoring or ordering inventory.	1		Vendor Selection		
	CLOM has no prior inventory experience.	0				
	NO Response	0				
		INVENTORY EXPERIENCE - Points Awarded:		1		2
		INVENTORY CONTROL TOTAL POINTS AWARDED:		1		2

RFP Evaluation Summary

Attachment 1		VENDOR:		Bella Risk WS LLC	Vendor 1 - Verification (If Applicable)	Dandelion Fields LLC	Vendor 2 - Verification (If Applicable)	LO Management LLC	Vendor 3 - Verification (If Applicable)
APPLICATION RANK:		2		1					
TOTAL SCORE:		158.26		161.76					
TECHNICAL SCORE (MAX 172):		158.26		158.76					
Section A		74.26		74.26					
Section B		65.00		65.50					
Section C		19.00		19.00					
VENDOR STATUS SCORE (MAX 8):		0.00		3.00					
PRIOR HISTORY DEDUCTIONS (MAX -14):		0.00		0.00					
POINTS POSSIBLE									
Section B-6C - EXPERIENCE - Contract License Office Manager Customer Service									
Experience									
Identify the Contract License Office Manager's experience in a customer service position.									
Contract LO Mng'r has been in a customer service position for all (>) of the last fifteen (15) years.		4		Vendor Selection					
Contract LO Mng'r has worked at least (>=) ten (10) years over the last fifteen (15) years in a customer service position.		2							
Contract LO Mng'r has worked at least (>=) six (6) years over the last fifteen (15) years in a customer service position.		1							
Contract LO Mng'r has less than (<) six (6) years of experience over the last fifteen (15) years in a customer service position.		0							
NO Response		0							
Points Awarded:		2		4					

RFP Evaluation Summary

Attachment 1		APPLICATION RANK:		VENDOR:		Paul J Wrabec Co Inc	Vendor 4 - Verification (If Applicable)	PEM Investments LLC
Total Workstations	7	TOTAL SCORE:		TOTAL SCORE:		142.00		129.93
MV Workstations	6	TECHNICAL SCORE (MAX 172):		TECHNICAL SCORE (MAX 172):		142.00		129.93
DL Workstations	1			Section A		65.00		64.93
				Section B		58.00		46.00
				Section C		19.00		19.00
		VENDOR STATUS SCORE (MAX 8):		VENDOR STATUS SCORE (MAX 8):		0.00		0.00
		PRIOR HISTORY DEDUCTIONS (MAX -14):		PRIOR HISTORY DEDUCTIONS (MAX -14):		0.00		0.00
		POINTS POSSIBLE						
		Section B-6C - EXPERIENCE - Contract License Office Manager Customer Service Experience						
		Identify the Contract License Office Manager's experience in a customer service position.						
		Contract LO Mgr has been in a customer service position for all (>) of the last fifteen (15) years.	4					Vendor Selection
		Contract LO Mgr has worked at least (>=) ten (10) years over the last fifteen (15) years in a customer service position.	2					
		Contract LO Mgr has worked at least (>=) six (6) years over the last fifteen (15) years in a customer service position.	1	Vendor Selection				
		Contract LO Mgr has less than (<) six (6) years of experience over the last fifteen (15) years in a customer service position.	0					
		NO Response	0					
		Points Awarded:		Points Awarded:		1		4

RFP Evaluation Summary

Attachment 1		VENDOR:		Bella Risk WS LLC	Vendor 1 - Verification (if Applicable)	Dandelion Fields LLC	Vendor 2 - Verification (if Applicable)	LO Management LLC	Vendor 3 - Verification (if Applicable)
TOTAL SCORE:		APPLICATION RANK:		2				1	
Total Workstations	7	TOTAL SCORE:		158.26		0.00		161.76	
MV Workstations	6	TECHNICAL SCORE (MAX 172):		158.26		0.00		158.76	
DL Workstations	1			Section A		0.00		74.26	
	Section B				0.00		65.50		
	Section C				0.00		19.00		
		VENDOR STATUS SCORE (MAX 8):		0.00		0.00		3.00	
		PRIOR HISTORY DEDUCTIONS (MAX -14):		0.00		0.00		0.00	
		POINTS POSSIBLE							
Section B-6D - EXPERIENCE - Contract License Office Manager's - Transaction Processing									
1) Identify the Contract License Office Manager's past years of experience performing motor vehicle and driver license transaction processing.									
1)				More than 10 years experience	2		Select one	Vendor Selection	Verified
				Over 5 years up to 10 years experience	1.5		Select one	Select one	Select one
				over 3 years up to 5 years experience	1	Vendor Selection	Verified	Select one	Select one
				Over 1 year up to 3 years experience	0.5	Select one	Select one	Select one	
				1 year or less of experience	0				
NO Response				0					
OVERALL EXPERIENCE PERFORMING TRANSACTIONS - Points Awarded:				1		0		2	

RFP Evaluation Summary

Attachment 1		VENDOR:		APPLICATION RANK:		Paul J Wrabec Co Inc		Vendor 4 - Verification (If Applicable)		PEM Investments LLC	
Total Workstations		7		TOTAL SCORE:		142.00				129.93	
MV Workstations		6		TECHNICAL SCORE (MAX 172):		142.00				129.93	
DL Workstations		1				Section A		65.00		64.93	
						Section B		58.00		46.00	
						Section C		19.00		19.00	
				VENDOR STATUS SCORE (MAX 8):		0.00				0.00	
				PRIOR HISTORY DEDUCTIONS (MAX -14):		0.00				0.00	

RFP Evaluation Summary

Attachment 1		VENDOR:		Bella Risk WS LLC	Vendor 1 - Verification (If Applicable)	Dandelion Fields LLC	Vendor 2 - Verification (If Applicable)	LO Management LLC	Vendor 3 - Verification (If Applicable)
		APPLICATION RANK:		2				1	
Total Workstations	7	TOTAL SCORE:		158.26		0.00		161.76	
MV Workstations	6	TECHNICAL SCORE (MAX 172):		158.26		0.00		158.76	
DL Workstations	1			Section A		0.00		74.26	
				Section B		0.00		65.50	
				Section C		0.00		19.00	
		VENDOR STATUS SCORE (MAX 8):		0.00		0.00		3.00	
		PRIOR HISTORY DEDUCTIONS (MAX -14):		0.00		0.00		0.00	
		POINTS POSSIBLE							
Section B-6D - EXPERIENCE - Identify the CLOM experience processing transactions on state agency specific equipment identified in the RFP:									
2) Identify the Contract License Office Manager's experience processing transactions on state agency specific equipment identified in the RFP:									
a.) In the last five (5) years the Contract License Manager has processed at least: (DRIVER LICENSE TRANSACTIONS)									
2a)	1,000 or more Driver License Transactions	2		Vendor Selection	Verified		Select one	Vendor Selection	Select one
	500- 999 Driver License Transactions	1.5			Select one		Select one	DOR Verified	Verified
	Less than 500 Driver License Transactions	1			Select one		Select one		Select one
	Never worked in a License Office or never processed Driver License Transactions	0							
		NO Response	0						
		DRIVERS LICENSE TRANSACTION EXPERIENCE - Points Awarded:		2		0		1.5	

RFP Evaluation Summary

Attachment 1		VENDOR:		Paul J Wrabec Co Inc	Vendor 4 - Verification (If Applicable)	PEM Investments LLC
APPLICATION RANK:				3		4
Total Workstations	7	TOTAL SCORE:		142.00		129.93
MV Workstations	6	TECHNICAL SCORE (MAX 172):		142.00		129.93
DL Workstations	1	Section A		65.00		64.93
		Section B		58.00		46.00
		Section C		19.00		19.00
VENDOR STATUS SCORE (MAX 8):				0.00	0.00	
PRIOR HISTORY DEDUCTIONS (MAX -14):				0.00	0.00	
		POINTS POSSIBLE				
Section B-6D - EXPERIENCE - Identify the CLOM experience processing transactions on state agency specific equipment identified in the RFP:						
2) Identify the Contract License Office Manager's experience processing transactions on state agency specific equipment identified in the RFP:						
a.) In the last five (5) years the Contract License Manager has processed at least:						
(DRIVER LICENSE TRANSACTIONS)						
2a)	1,000 or more Driver License Transactions	2		Vendor Selection	Select one	
	500 - 999 Driver License Transactions	1.5			Verified	
	Less than 500 Driver License Transactions	1			Select one	
	Never worked in a License Office or never processed Driver License Transactions	0				Vendor Selection
	NO Response	0				
DRIVERS LICENSE TRANSACTION EXPERIENCE - Points Awarded:				1.5		0

RFP Evaluation Summary

Attachment 1		VENDOR:		Bella Risk WS LLC	Vendor 1 - Verification (If Applicable)	Dandelion Fields LLC	Vendor 2 - Verification (If Applicable)	LO Management LLC	Vendor 3 - Verification (If Applicable)
TOTAL SCORE:		APPLICATION RANK:		2				1	
Total Workstations	7	TOTAL SCORE:		158.26		0.00		161.76	
MV Workstations	6	TECHNICAL SCORE (MAX 172):		158.26		0.00		158.76	
DL Workstations	1			Section A		0.00		74.26	
	Section B				0.00		65.50		
	Section C				0.00		19.00		
		VENDOR STATUS SCORE (MAX 8):		0.00		0.00		3.00	
		PRIOR HISTORY DEDUCTIONS (MAX -14):		0.00		0.00		0.00	
		POINTS POSSIBLE							
b.) In the last five (5) years the Contract License Manager has processed at least:									
(MOTOR VEHICLE TRANSACTIONS)									
2b)	1,000 or more Motor Vehicle Transactions	2	Vendor Selection	Verified	Select one	Vendor Selection	Verified		
	500 - 999 Motor Vehicle Transactions	1.5		Select one	Select one		Select one		
	Less than 500 Motor Vehicle Transactions	1		Select one	Select one		Select one		
	Never worked in a License Office or never processed Motor Vehicle Transactions	0							
	NO Response	0							
MOTOR VEHICLE TRANSACTION EXPERIENCE - Points Awarded:				2		0		2	

RFP Evaluation Summary

Attachment 1		VENDOR:		Paul J Wrabec Co Inc	Vendor 4 - Verification (If Applicable)	PEM Investments LLC
APPLICATION RANK:				3		4
Total Workstations	7	TOTAL SCORE:		142.00		129.93
MV Workstations	6	TECHNICAL SCORE (MAX 172):		142.00		129.93
DL Workstations	1	Section A		65.00		64.93
		Section B		58.00		46.00
		Section C		19.00		19.00
VENDOR STATUS SCORE (MAX 8):				0.00		0.00
PRIOR HISTORY DEDUCTIONS (MAX -14):				0.00		0.00
POINTS POSSIBLE						
b.) In the last five (5) years the Contract License Manager has processed at least:						
(MOTOR VEHICLE TRANSACTIONS)						
2b)	1,000 or more Motor Vehicle Transactions	2		Vendor Selection	Select one	
	500 - 999 Motor Vehicle Transactions	1.5			Verified	
	Less than 500 Motor Vehicle Transactions	1			Select one	
	Never worked in a License Office or never processed Motor Vehicle Transactions	0				Vendor Selection
	NO Response	0				
MOTOR VEHICLE TRANSACTION EXPERIENCE - Points Awarded:			1.5			0

RFP Evaluation Summary

Attachment 1		VENDOR:		Bella Risk WS LLC	Vendor 1 - Verification (if Applicable)	Dandelion Fields LLC	Vendor 2 - Verification (if Applicable)	LO Management LLC	Vendor 3 - Verification (if Applicable)
APPLICATION RANK:		2		2				1	
Total Workstations	7	TOTAL SCORE:		158.26		0.00		161.76	
MV Workstations	6	TECHNICAL SCORE (MAX 172):		158.26		0.00		158.76	
DL Workstations	1			Section A		0.00		74.26	
				Section B		0.00		65.50	
				Section C		0.00		19.00	
		VENDOR STATUS SCORE (MAX 8):		0.00		0.00		3.00	
		PRIOR HISTORY DEDUCTIONS (MAX -14):		0.00		0.00		0.00	
		POINTS POSSIBLE							
Section B-6D 2) Supplemental - EXPERIENCE - Computer Experience - 50% or MORE									
MOTOR VEHICLE - OTHER THAN MOTOR VEHICLE RENEWALS									
2b) Sup	If applicable, were 50% or more of the motor vehicle transactions indicated a transaction type other than a motor vehicle renewal?	YES	2	Vendor Selection	Verified		Select one	Vendor Selection	Verified
		NO	0						
		NO Response	0						
		OTHER MOTOR VEHICLE TRANSACTION EXPERIENCE - Points Awarded:		2		0			2

RFP Evaluation Summary

Attachment 1		VENDOR:		APPLICATION RANK:		Paul J Wrabec Co Inc		Vendor 4 - Verification (If Applicable)		PEM Investments LLC	
Total Workstations	7	TOTAL SCORE:		142.00		3				4	
MV Workstations	6	TECHNICAL SCORE (MAX 172):		142.00						129.93	
DL Workstations	1			Section A		65.00				64.93	
				Section B		58.00				46.00	
				Section C		19.00				19.00	
		VENDOR STATUS SCORE (MAX 8):		0.00						0.00	
		PRIOR HISTORY DEDUCTIONS (MAX -14):		0.00						0.00	
				POINTS POSSIBLE							
Section B-6D 2) Supplemental - EXPERIENCE - Computer Experience - 50% or MORE											
MOTOR VEHICLE - OTHER THAN MOTOR VEHICLE RENEWALS											
2b) Sup	If applicable, were 50% or more of the motor vehicle transactions indicated a transaction type other than a motor vehicle renewal?	YES	2	Vendor Selection	Verified						
		NO	0								
		NO Response	0								
				OTHER MOTOR VEHICLE TRANSACTION EXPERIENCE - Points Awarded:		2		Vendor Selection		0	

RFP Evaluation Summary

Attachment 1		VENDOR:		Bella Risk WS LLC	Vendor 1 - Verification (If Applicable)	Dandelion Fields LLC	Vendor 2 - Verification (If Applicable)	LO Management LLC	Vendor 3 - Verification (If Applicable)
APPLICATION RANK:		2						1	
TOTAL SCORE:		158.26				0.00		161.76	
TECHNICAL SCORE (MAX 172):		158.26				0.00		158.76	
Section A		74.26				0.00		74.26	
Section B		65.00				0.00		65.50	
Section C		19.00				0.00		19.00	
VENDOR STATUS SCORE (MAX 8):		0.00				0.00		3.00	
PRIOR HISTORY DEDUCTIONS (MAX -14):		0.00				0.00		0.00	
POINTS POSSIBLE									
Section B-6D 3) - EXPERIENCE - Contract License Office Manager's - Transaction Processing Experience - Continued:									
3) In addition, the Contract License Office Manager has:									
Has worked in a profession over the past ten (10) years with three (3) or more of the following computer programs: (1) Windows 7 or above; (2) Microsoft Office, including Excel, Outlook, and Word; (3) SharePoint; (4) Internet Explorer, Microsoft Edge or Google Chrome; (5) WebEx; and (6) Adobe Acrobat Reader or better.		2		Vendor Selection				Vendor Selection	
Has worked in a profession over the past five (5) years with three (3) or more of the following computer programs: (1) Windows 7 or above; (2) Microsoft Office, including Excel, Outlook, and Word; (3) SharePoint; (4) Internet Explorer, Microsoft Edge or Google Chrome; (5) WebEx; and (6) Adobe Acrobat Reader or better.		0.5							
Not met either of the computer experience qualifications identified		0							
NO Response		0							
EXPERIENCE IN ADDITION TO - Points Awarded:		2				0		2	
SECTION B TOTAL SCORE:		65.00				0.00		65.50	

RFP Evaluation Summary

Attachment 1		VENDOR:		Paul J Wrabec Co Inc	Vendor 4 - Verification (If Applicable)	PEM Investments LLC
Total Workstations		APPLICATION RANK:		3		4
		TOTAL SCORE:		142.00		129.93
MV Workstations		TECHNICAL SCORE (MAX 172):		142.00		129.93
DL Workstations						
		Section A		65.00		64.93
		Section B		58.00		46.00
		Section C		19.00		19.00
		VENDOR STATUS SCORE (MAX 8):		0.00		0.00
		PRIOR HISTORY DEDUCTIONS (MAX -14):		0.00		0.00
		POINTS POSSIBLE				
Section B-6D 3) - EXPERIENCE - Contract License Office Manager's - Transaction Processing Experience - Continued:						
3) In addition, the Contract License Office Manager has:						
Has worked in a profession over the past ten (10) years with three (3) or more of the following computer programs: (1) Windows 7 or above; (2) Microsoft Office, including Excel, Outlook, and Word; (3) SharePoint; (4) Internet Explorer, Microsoft Edge or Google Chrome; (5) WebEx; and (6) Adobe Acrobat Reader or better.		2		Vendor Selection		Vendor Selection
Has worked in a profession over the past five (5) years with three (3) or more of the following computer programs: (1) Windows 7 or above; (2) Microsoft Office, including Excel, Outlook, and Word; (3) SharePoint; (4) Internet Explorer, Microsoft Edge or Google Chrome; (5) WebEx; and (6) Adobe Acrobat Reader or better.		0.5				
Not met either of the computer experience qualifications identified		0				
NO Response		0				
EXPERIENCE IN ADDITION TO - Points Awarded:		2				2
SECTION B TOTAL SCORE:		58.00				46.00

RFP Evaluation Summary

Attachment 1		VENDOR:				APPLICATION RANK:				Vendor 3 - Verification (if Applicable)			
Total Workstations	7	TOTAL SCORE:		158.26		Vendor 1 - Verification (if Applicable)		Dandelion Fields LLC		Vendor 2 - Verification (if Applicable)		LO Management LLC	
MV Workstations	6	TECHNICAL SCORE (MAX 172):		158.26				0.00				161.76	
DL Workstations	1			74.26		Section A		0.00				74.26	
	65.00			Section B		0.00		65.50					
	19.00			Section C		0.00		19.00					
		VENDOR STATUS SCORE (MAX 8):		0.00				0.00				3.00	
		PRIOR HISTORY DEDUCTIONS (MAX -14):		0.00				0.00				0.00	
		POINTS POSSIBLE											

Exhibit A - Section C - Miscellaneous Items

Section C-1 - Miscellaneous Items - PRIVATE WORK AREA		YES	5	Vendor Selection		Vendor Selection
A private working area for a State of Missouri staff member as described in Section 2.8.5 a. of the RFP.		YES	5			
		NO	0			
		NO Response	0			
PRIVATE WORKING AREA - Points Awarded:				5	0	5
Section C-1 - Miscellaneous Items - STATE AGENCY PHONE		YES	2	Vendor Selection		Vendor Selection
Will provide a separate, non-published phone number for state agency use.		YES	2			
		NO	0			
		NO Response	0			
PHONE - STATE AGENCY USE - Points Awarded:				2	0	2

RFP Evaluation Summary

Attachment 1		VENDOR:		Paul J Wrabec Co Inc	Vendor 4 - Verification (If Applicable)	PEM Investments LLC
		APPLICATION RANK:		3		4
Total Workstations	7	TOTAL SCORE:		142.00		129.93
MV Workstations	6	TECHNICAL SCORE (MAX 172):		142.00		129.93
DL Workstations	1			65.00		64.93
				58.00		46.00
					19.00	
		VENDOR STATUS SCORE (MAX 8):		0.00		0.00
		PRIOR HISTORY DEDUCTIONS (MAX -14):		0.00		0.00
		POINTS POSSIBLE				

Exhibit A - Section C - Miscellaneous Items

Section C-1 - Miscellaneous Items - PRIVATE WORK AREA			Vendor Selection	Vendor Selection
A private working area for a State of Missouri staff member as described in Section 2.8.5 a. of the RFP.	YES	5		
	NO	0		
	NO Response	0		
PRIVATE WORKING AREA - Points Awarded:			5	5
Section C-1 - Miscellaneous Items - STATE AGENCY PHONE			Vendor Selection	Vendor Selection
Will provide a separate, non-published phone number for state agency use.	YES	2		
	NO	0		
	NO Response	0		
PHONE - STATE AGENCY USE - Points Awarded:			2	2

RFP Evaluation Summary

Attachment 1		VENDOR:		Bella Risk WS LLC	Vendor 1 - Verification (If Applicable)	Dandelion Fields LLC	Vendor 2 - Verification (If Applicable)	LO Management LLC	Vendor 3 - Verification (If Applicable)
APPLICATION RANK:		2		1					
TOTAL SCORE:		158.26		161.76					
TECHNICAL SCORE (MAX 172):		158.26		158.76					
Section A		74.26		74.26					
Section B		65.00		65.50					
Section C		19.00		19.00					
VENDOR STATUS SCORE (MAX 8):		0.00		3.00					
PRIOR HISTORY DEDUCTIONS (MAX -14):		0.00		0.00					
POINTS POSSIBLE									
Section C-1 - Miscellaneous Items - SECURITY SYSTEM									
Will install a security system that will allow the state agency's Central Office access to view the security system cameras via the Internet at any time, without requesting permission. (The state agency will access on an as needed basis to address real time customer concerns as well as fraud review)		YES	7	Vendor Selection				Vendor Selection	
		NO	0						
		NO Response	0						
SECURITY SYSTEM - Points Awarded:		7		0		7			
Section C-2 - Miscellaneous Items - PANIC BUTTONS									
Will install at least one (1) concealed, alarm-monitored panic button under the customer service counter(s)/desk(s).		YES	2.5	Vendor Selection				Vendor Selection	
		NO	0						
		NO Response	0						
SECURITY SYSTEM -AT LEAST 1 PANIC BUTTON - Points Awarded:		2.5		0		0			

RFP Evaluation Summary

Attachment 1		VENDOR:		Paul J Wrabec Co Inc	Vendor 4 - Verification (If Applicable)	PEM Investments LLC
APPLICATION RANK:		3		4		
Total Workstations	7	TOTAL SCORE:		142.00	129.93	
MV Workstations	6	TECHNICAL SCORE (MAX 172):		142.00	129.93	
DL Workstations	1			65.00	64.93	
				58.00	46.00	
				19.00	19.00	
		VENDOR STATUS SCORE (MAX 8):		0.00	0.00	
		PRIOR HISTORY DEDUCTIONS (MAX -14):		0.00	0.00	
		POINTS POSSIBLE				
Section C-1 - Miscellaneous Items - SECURITY SYSTEM						
Will install a security system that will allow the state agency's Central Office access to view the security system cameras via the Internet at any time, without requesting permission. (The state agency will access on an as needed basis to address real time customer concerns as well as fraud review)	YES	7	Vendor Selection	Vendor Selection		
	NO	0				
	NO Response	0				
		SECURITY SYSTEM - Points Awarded:		7	7	
Section C-2 - Miscellaneous Items - PANIC BUTTONS						
Will install at least one (1) concealed, alarm-monitored panic button under the customer service counter(s)/desk(s).	YES	2.5	Vendor Selection	Vendor Selection		
	NO	0				
	NO Response	0	Vendor Selection			
		SECURITY SYSTEM -AT LEAST 1 PANIC BUTTON - Points Awarded:		0	2.5	

RFP Evaluation Summary

Attachment 1		VENDOR:		Bella Risk WS LLC	Vendor 1 - Verification (If Applicable)	Dandelion Fields LLC	Vendor 2 - Verification (If Applicable)	LO Management LLC	Vendor 3 - Verification (If Applicable)
APPLICATION RANK:		2		1					
TOTAL SCORE:		158.26		161.76					
TECHNICAL SCORE (MAX 172):		158.26		158.76					
Section A		74.26		74.26					
Section B		65.00		65.50					
Section C		19.00		19.00					
VENDOR STATUS SCORE (MAX 8):		0.00		3.00					
PRIOR HISTORY DEDUCTIONS (MAX -14):		0.00		0.00					

POINTS POSSIBLE		Vendor Selection		Vendor Selection	
YES	5				
NO	0				
NO Response	0				
SECURITY SYSTEM -1 PANIC BUTTON BETWEEN EVERY 2 STATIONS - Points Awarded:		5		5	
SECTION C-2 - PANIC BUTTONS - TOTAL (MAX 5):		5		5	
SECTION C TOTAL SCORE:		19.00		19.00	

Section D-1 Entity Type		Vendor Status		Select one		Select one	
Political Subdivision		4				Select one	
IRS Tax Exempt		1				Select one	
IRS Tax Exempt Status Reinvesting Net Proceeds		1					
VENDOR STATUS - MAX 4 POINTS - Points Awarded:		0		0		0	

RFP Evaluation Summary

Attachment 1		VENDOR:		Paul J Wrabec Co Inc	Vendor 4 - Verification (If Applicable)	PEM Investments LLC
Total Workstations		APPLICATION RANK:		3		4
MV Workstations		TOTAL SCORE:		142.00		129.93
DL Workstations		TECHNICAL SCORE (MAX 172):		142.00		129.93
		Section A		65.00		64.93
		Section B		58.00		46.00
		Section C		19.00		19.00
		VENDOR STATUS SCORE (MAX 8):		0.00		0.00
		PRIOR HISTORY DEDUCTIONS (MAX -14):		0.00		0.00

		POINTS POSSIBLE			
Will install a concealed, alarm-monitored panic button under the customer service counters/desk between every two (2) workstations. (Credit will not be given if there are not at least three workstations in Attachment 1)	YES	5	Vendor Selection		Vendor Selection
	NO	0			
	NO Response	0			
	SECURITY SYSTEM -1 PANIC BUTTON BETWEEN EVERY 2 STATIONS - Points Awarded:		5		5
NUMBER OF WORKSTATIONS:	7	SECTION C-2 - PANIC BUTTONS - TOTAL (MAX 5):		0	5
		SECTION C TOTAL SCORE:		19.00	19.00

Section D-1 Entity Type			
VENDOR STATUS			
	Political Subdivision	4	Select one
	IRS Tax Exempt	1	Select one
	IRS Tax Exempt Status Reinvesting Net Proceeds	1	
VENDOR STATUS - MAX 4 POINTS - Points Awarded:		0	0

RFP Evaluation Summary

Attachment 1		VENDOR:		Paul J Wrabec Co Inc	Vendor 4 - Verification (If Applicable)	PEM Investments LLC
Total Workstations		APPLICATION RANK:		3	4	
		TOTAL SCORE:		142.00		129.93
MV Workstations		TECHNICAL SCORE (MAX 172):		142.00		129.93
DL Workstations		Section A		65.00		64.93
		Section B		58.00		46.00
		Section C		19.00		19.00
		VENDOR STATUS SCORE (MAX 8):		0.00		0.00
		PRIOR HISTORY DEDUCTIONS (MAX -14):		0.00		0.00
		POINTS POSSIBLE				
MISSOURI SERVICE-DISABLED VETERAN BUSINESS ENTERPRISE PREFERENCE					Select one	
		MO Service-Disabled Veteran Business		3	Vendor Selection	Vendor Selection
		NO		0		
		VENDOR STATUS - MAX 3 POINTS - Points Awarded:		0		0
		VENDOR STATUS - TOTAL SCORE (MAX 8 POINTS):		0.00		0.00

REQUEST FOR PROPOSAL: RFPDOR230041
North Kansas City LICENSE OFFICE

EVALUATION REPORT

The evaluation committee for RFPDOR230041 hereby approves and presents the attached evaluation as a representation of our best judgment of the evaluation areas of the vendors' proposals.

The evaluation represents a consensus assessment by the members of the evaluation committee of the areas of evaluation of each proposal. The brief comments highlight the basic reasons for our evaluation of the proposals and assignment of points. The points were assigned pursuant to the established evaluation criteria.

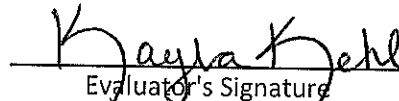
The vendor with the highest total point score is our final recommendation for award of a contract.

Kristina Shelton
Evaluator's Printed Name


Evaluator's Signature

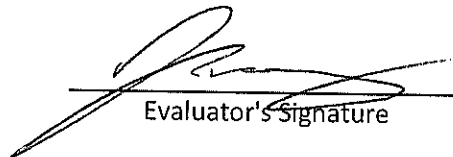
3-22-23
Date

Kayla Hehl
Evaluator's Printed Name


Evaluator's Signature

3/22/23
Date

Jonathan Rogers
Evaluator's Printed Name


Evaluator's Signature

3/22/23
Date

Evaluator's Printed Name

Evaluator's Signature

Date

Evaluator's Printed Name

Evaluator's Signature

Date

Evaluator's Printed Name

Evaluator's Signature

Date

Memorandum

TO: File RFPSDOR230041

FROM: Jonathan Magers

DATE: March 01, 2023

RE: Evaluation of Political Subdivision Status

Pursuant to section 4.6.3 Political Subdivision Status of RFPSDOR220041 for the North Kansas City License Office for the Department of Revenue. Four (4) additional evaluation points are available for vendors who meet the definition of a Political Subdivision and submit the required documentation with their proposal. Therefore, the proposals received in response to the RFP were reviewed to determine if any vendors qualify for the additional four (4) evaluation points. Following is a summary of that review:

1. The following vendor(s) did not indicate their status as a Political Subdivision, nor did the vendors submit documentation with the proposal confirming the vendors' Political Subdivision status. Therefore, the following vendor(s) **are not eligible** to receive the additional four (4) evaluation points available for vendors that meet the definition of a political subdivision.

Bella Risk WS LLC
Dandelion Fields LLC
LO Management LLC
Paul J Wrabec Co Inc
PEM Investments LLC

Memorandum

TO: File RFPSDOR230041

FROM: Jonathan Magers

DATE: March 01, 2023

RE: Non-compliant RFP Proposals

Pursuant to section 4.2.3 Compliance with Requirements, Terms and Conditions of RFPSDOR220041 for the North Kansas City License Office for the Department of Revenue. The following vendor proposals were determined non-compliant for not meeting the requirements established in the RFP.

1. Pursuant to section 2.3.1 License Office Personnel Requirements of RFPSDOR220041 for the North Kansas City License Office for the Department of Revenue. The following vendor did not assign a Contract License Office Manager, as defined in Attachment 3. Therefore, the following vendor proposal **is not eligible for evaluation**.

Dandelion Fields LLC

Memorandum

TO: File RFPSDOR230041

FROM: Jonathan Magers

DATE: March 1, 2023

RE: Service-Disabled Veteran Business Enterprise Preference

Pursuant to section 4.7 Missouri Service-Disabled Veteran Business Enterprise Preference Status of RFPSDOR230041 for the North Kansas City License Office for the Department of Revenue. Three (3) additional evaluation points are available for vendors who qualify as Missouri Service-Disable Veteran Business Enterprises (SDVE's). Therefore, the proposals received in response to the RFP were reviewed to determine if any vendors qualify for the three (3) additional evaluation points. Following is a summary of that review:

1. The following vendor(s) did not submit Exhibit C, Missouri Service-Disabled Veteran Business Enterprise Preference indicating their qualifications as an SDVE to claim the preference, nor did the vendors submit the documentation with the proposal confirming the vendors' qualification as an SDVE. Therefore, the following vendor(s) **are not eligible** to receive the three (3) additional evaluation points available for vendors that meet the definition of a Missouri Service-Disabled Veteran Business.

Bella Risk WS LLC
Dandelion Fields LLC
Paul J Wrabec Co Inc
PEM Investments LLC

2. The following vendor qualifies as an SDVE and is eligible to receive the three (3) additional evaluation points.

LO Management LLC qualifies as a Missouri Service-Disabled Veteran Business Enterprise, as verified by the vendor submitted Exhibit C, Missouri Service-Disabled Veteran Business Enterprise Preference form. Therefore, Lo Management LLC satisfies section 4.7 of the RFP and was **granted the three (3) SDVE additional evaluation points.**

Memorandum

TO: File RFPSDOR230041

FROM: Jonathan Magers

DATE: March 01, 2023

RE: Evaluation of IRS Tax Exempt Status

Pursuant to section 4.6.2 IRS Tax Exempt Status of RFPSDOR230041 for the North Kansas City License Office for the Department of Revenue. One (1) additional evaluation point is available for vendors who meet the definition of an IRS Tax Exempt entity and verify the information or submit the required documentation confirming the vendor's IRS tax exempt status with their proposal. A second additional evaluation point is available for IRS Tax Exempt entities that indicated their intent to reinvest a minimum of 75% of the license office's net proceeds to charitable organization(s) in Missouri on an annual basis. Therefore, the proposals received in response to the RFP were reviewed to determine if any vendors qualify for up to two (2) additional evaluation points. Following is a summary of that review:

1. The following vendor(s) did not indicate their status as an IRS Tax Exempt entity, nor did the vendors submit documentation with the proposal confirming the vendors' IRS Tax Exempt status. Therefore, the following vendor(s) **are not eligible to receive the one (1) additional evaluation point.**

Bella Risk WS LLC
Dandelion Fields LLC
LO Management LLC
Paul J Wrabec Co Inc
PEM Investments LLC

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Amendment to Articles of Organization

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ONLINE

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General Information	Filings	Principal Office Address	Contact(s)
Name(s)		Principal Office Address	
Bella Risk WS, LLC		730 W Main Street Jefferson City, MO 65101	
Type		Charter No.	
Limited Liability Company		LC1786040	
Domesticity		Home State	
Domestic			
Registered Agent		Status	
Knapp, Robert 14701 E 42 St S Independence, MO 64055		Active	
Date Formed			
5/8/2021			
Duration			
Perpetual			

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General Information	Filings	Principal Office Address	Contact(s)
Name(s)		DANDELION FIELDS LLC	Principal Office Address
Type		Limited Liability Company	Charter No.
Domesticity		Domestic	Home State
Registered Agent		WALKER, ANGELIA 700 MAIN ST SUITE 1 CASSVILLE, MO 65625	Status
Date Formed		2/26/2021	Active
Duration		Perpetual	

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General Information	Filings	Principal Office Address	Contact(s)
Name(s)	LO Management LLC		Principal Office Address
Type	Limited Liability Company		Charter No. LC001674168
Domesticity	Domestic		Home State MO
Registered Agent	Koester, Jim 2024 Crimson Meadows Dr O Fallon, MO 63366-4186		Status Active
Date Formed	10/29/2019		
Duration	Perpetual		

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General Information	Filings	Principal Office Address	Contact(s)
Name(s)	PAUL J. WRABEC CO., INC.		Principal Office Address
			521 S Sterling Ave Sugar Creek, MO 64054-1501
Type	Gen. Business - For Profit		Charter No.
			00200222
Domesticity	Domestic		Home State
			MO
Registered Agent	IRENE M WRABEC 11227 Thompson Sugar Creek, MO 64054		Status
			Good Standing
Date Formed	4/26/1978		
Duration	Perpetual		
Renewal Month	April		
Report Due	7/31/2023		

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Search for a Business Entity

Require

Exact Match searches should include corporate designations (inc., llc, etc.) and punctuation.

We recommend you do not include these for other searches.

Search

Business Name

Search for a Business Entity

Business Name *

PEM Investments LLC

Includes names

Starting With

☐ Only Active Corporations

SEARCH

Search Results as of 1/30/2023 2:44 PM

Change page:

Page 1 of 1, Items 1 to 2 of 2.

Business Name	Charter No.	Type	Status	Created	Registered Agent Name
PJM Investments, LLC	LC001413355	Limited Liability Company (Domestic)	Active	7/22/2014	SMF Registered Services, Inc.

PEM Investments, LLC (previous name)

Change page:

Page 1 of 1, Items 1 to 2 of 2.

CONFIDENTIALITY / CONFLICT OF INTEREST AGREEMENT
Office Management Services for License Offices

It is my understanding that information related to the procurement processes for the above-referenced Request for Proposals has been provided to me on a need-to-know basis and that in accordance with Section 610.021, RSMo, such records are closed to public review until such time that contracts are executed or all proposals are rejected.

It is also my understanding that disclosure of a vendor's proposal to a competitor may result in the competitor's disqualification from consideration for contract award and suspension/debarment from future procurement processes.

Therefore, I hereby agree to keep all information related to the above-referenced Request for Proposals in strict confidence and not to divulge such information, in whole or in part, in any manner or form, to anyone or to allow others access to such information, unless they have a need to know of such information and have executed a similar Confidentiality/Conflict of Interest Agreement. In the event that I should have reason to believe that the confidentiality of this information has been breached, I will notify the Department of Revenue immediately.

I attest that to the best of my knowledge, my participation in these procurement processes does not violate any state laws that relate to conflict of interest including Sections 105.452 and 105.454, RSMo. This includes the prohibition of acceptance of anything of pecuniary value paid or payable, including after termination of employment, by any person, firm, or corporation related to the performance of your job duties regarding any case, decision, proceeding or application in which you were directly concerned or directly participated in during your period of employment.

Kayla Kehl
SIGNATURE

11/16/22
DATE

Kayla Kehl
PRINTED NAME

Department of Revenue
AGENCY NAME

CONFIDENTIALITY / CONFLICT OF INTEREST AGREEMENT
Office Management Services for License Offices

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SIGNATURE

11-16-2022

DATE

Kristina Shelton

PRINTED NAME

Department of Revenue

AGENCY NAME

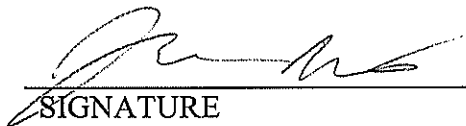
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Office Management Services for License Offices

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SIGNATURE

11-29-22

DATE

Jonathon Mager

PRINTED NAME

LOB

AGENCY NAME

Kansas City Daily Record
920 Main St
Kansas City, MO, 64105
Phone: 8169312002 Fax: 0

The Daily Record

KANSAS CITY

Affidavit of Publication

To: Missouri Dept of Revenue - Administration Division
Po Box 87
Jefferson City, MO, 651020087

Re: Legal Notice 2464648, RFPDOR230038 Florissant License Office
State of MO
County of Jackson

I, Lisa Fowler, being duly sworn, depose and say: that I am the Authorized Designee of Kansas City Daily Record, a daily newspaper of general circulation in Kansas City, County of Jackson, State of MO; that a notice, of which the annexed is a printed copy, has been duly and regularly published in the Kansas City Daily Record once each day for 1 consecutive days; and that the date of the publication were as follows: 01/13/2023.

Publishers fee: \$24.86

By:

Lisa Fowler

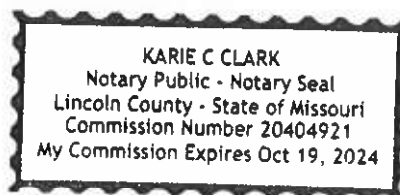
Lisa Fowler

Sworn to me on this 13th day of
January 2023

By:

Karie C Clark

Karie C Clark
Notary Public, State of MO
No. 20404921
Qualified in Lincoln County
My commission expires on
October 19, 2024



The Department of Revenue is soliciting sealed bids to be received by 2:00 P.M. on the dates specified for license offices in the state of Missouri. The specifications may be obtained on the internet at <https://missouribuy.mo.gov>. Questions regarding obtaining specifications may be directed to DOR. LOProcurement.com.

RFPDOR230038 Florissant License Office bids close 01/25/2023
RFPDOR230039 Fredericktown License Office bids close 01/25/2023
RFPDOR230040 Grant City License Office bids close 01/25/2023
RFPDOR230041 North Kansas City License Office bids close 01/25/2023
RFPDOR230042 Troy License Office bids close 01/25/2023
2464648 Jackson Jan. 13, 2023

The Daily Record (MO)
100 S. 4th Street
St. Louis, MO, 63102
Phone: 3144211880 Fax: 0

ST. LOUIS Daily Record

Affidavit of Publication

To: Missouri Dept of Revenue - Administration Division
Po Box 87
Jefferson City, MO, 651020087

Re: Legal Notice 2465184

State of MO }
 } SS:
County of St. Louis }

I, Lisa Fowler, being duly sworn, depose and say: that I am the Authorized Designee of The Daily Record (MO), a daily newspaper of general circulation in St. Louis, County of St. Louis, State of MO; that a notice, of which the annexed is a printed copy, has been duly and regularly published in the The Daily Record (MO) once each day for 1 consecutive days; and that the date of the publication were as follows: 01/14/2023.

Publishers fee: \$30.80

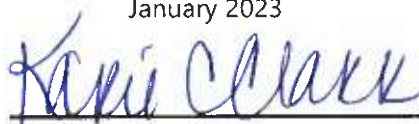
By:



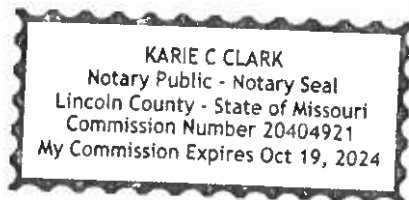
Lisa Fowler

Sworn to me on this 19th day of
January 2023

By:



Karie C Clark
Notary Public, State of MO
No. 20404921
Qualified in Lincoln County
My commission expires on
October 19, 2024



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RFPSDOR230038 Florissant License Office bids close 01/25/2023
RFPSDOR230039 Fredericktown License Office bids close 01/25/2023
RFPSDOR230040 Grant City License Office bids close 01/25/2023
RFPSDOR230041 North Kansas City License Office bids close 01/25/2023
RFPSDOR230042 Troy License Office bids close 01/25/2023
2465184 City Jan. 14, 2023

MICHAEL L. PARSON
GOVERNOR

WAYNE WALLINGFORD
DIRECTOR OF REVENUE

BROOKLYN WASSER
DIVISION DIRECTOR

MISSOURI DEPARTMENT OF REVENUE
POST OFFICE BOX 87
JEFFERSON CITY, MISSOURI 65105-0087
PHONE: (573) 751-7429/FAX: (573) 751-8405
WEBSITE: www.dor.mo.gov

Date: January 11, 2023

Proposal Name: RFPDOR230041 North Kansas City License Office

RE: Solicitation of Competitive Proposals for Office Management Services

It has been determined that the procurement of license office services by means of competitive bidding would be neither practicable nor advantageous to the State of Missouri. Therefore, the Department of Revenue has authority through SDA537, to utilize the competitive proposal method for the following reasons in accordance with section 34.042, RSMo.

The complex requirements of this solicitation justify the competitive proposal method as being more beneficial than the solicitation of competitive bids. The procurement through the use of competitive proposals will also maximize the state's potential to receive the most flexible and creative solutions from vendors and allow the State of Missouri to select the solution that will provide the optimal combination of price and quality.



STATE OF MISSOURI
DEPARTMENT OF REVENUE
REQUEST FOR PROPOSAL (RFP)

SOLICITATION/OPPORTUNITY (OPP) NO.: RFPDOR230041
TITLE: Location License Office North Kansas City License Office
ISSUE DATE: 01/11/2023

REQ NO.:
BUYER: Tara Ronimous
PHONE NO.: (573) 751-2145
EMAIL: Tara.Ronimous@dor.mo.gov

RETURN PROPSAL NO LATER THAN: 01/25/2023

AT 2:00 PM CENTRAL TIME (END DATE)

RFP RESPONSE MUST BE SUBMITTED ELECTRONICALLY THROUGH MissouriBUYS. <https://missouribuy.com>

MAILED, COURIER, OR HAND-DELIVERED RFP RESPONSE WILL NOT BE ACCEPTED.

CONTRACT PERIOD: Effective Date of Contract through five (5) years.

DELIVER SUPPLIES/SERVICES FOB (Free On Board) DESTINATION TO THE FOLLOWING ADDRESS:

DELIVER SUPPLIES/SERVICES
FOB (Free on Board) DESTINATION TO:

North Kansas City, MO

DELIVER SERVICES FOR:
Department of Revenue
P.O. Box 311
Jefferson City, MO 65105

The vendor hereby declares understanding, agreement and certification of compliance to provide the items and/or services, at the prices quoted, in accordance with all requirements and specifications contained herein and the Terms and Conditions Request for Proposal (Revised 11/09/2022.) The vendor further agrees that the language of this RFP shall govern in the event of a conflict with his/her proposal. The vendor further agrees that upon receipt of an authorized purchase order from the Department of Revenue or when a Notice of Award is signed and issued by an authorized official of the State of Missouri, a binding contract shall exist between the vendor and the State of Missouri. The vendor shall understand and agree that in order for their proposal to be considered for evaluation, they must be registered in MissouriBUYS. If not registered at time of proposal opening, the vendor must register in MissouriBUYS upon request by the state immediately after proposal opening.

SIGNATURE REQUIRED

VENDOR NAME LO Management LLC	MissouriBUYS System ID (See vendor profile – main information screen) 146760
MAILING ADDRESS 2024 Crimson Meadows Drive	
CITY, STATE, ZIP CODE Ofallon, MO 63366	
CONTACT PERSON James Koester	EMAIL ADDRESS lomanagement.jim@gmail.com
PHONE NUMBER 573.470.9800	FAX NUMBER
VENDOR TAX FILING TYPE WITH IRS (CHECK ONE) <input checked="" type="checkbox"/> Corporation <input type="checkbox"/> Individual <input type="checkbox"/> State/Local Government <input type="checkbox"/> Partnership <input type="checkbox"/> Sole Proprietor <input type="checkbox"/> IRS Tax Exempt	
AUTHORIZED SIGNATURE 	DATE 1/23/2023
PRINTED NAME James Koester	TITLE Owner

EXHIBIT A**Personnel, Method of Performance, Experience, and Training****SECTION A: PERSONNEL RETENTION**

The intention of this section is to determine what vendors will commit to pay as a minimum hourly wage for all personnel that will review documentation or process license office transactions as well as what amount of training will be provided to new employees processing motor vehicle or driver licensing transactions.

Additional pay increases may be given beyond what is proposed as a minimum hourly wage below. Points will be awarded as stated in Attachment 6 of the RFP for the responses made below.

A-1: Minimum Hourly Wage

Indicate the minimum hourly wage, excluding any benefits or bonuses, you commit to for all personnel that will review documentation or process license office transactions. If any personnel will be paid an annual salary, factor the number of hours they will work and break the annual salary amount out to an hourly wage. Additional pay increases may be given beyond what is proposed below. Points will be awarded as stated in Attachment 6 of the RFP.

Hourly salary: \$ 18.00

A-2: Training – New Employees

Indicate the minimum number of hours every new employee will Job Shadow and/or Reverse Job Shadow (as those terms are defined in Attachment 3) experienced employees processing motor vehicle and/or driver's license transactions within the first six (6) months of employment. If the vendor selects zero (0) hours, every new employee will still be required to complete the mandatory training in Section 2.3.6.

- ☒ 120 hours
- ☐ 80 hours
- ☐ 40 hours
- ☐ 0 hours

A-3: Training – Contract License Office Manager

Indicate the minimum number of hours the Contract License Office Manager will train on all aspects of managing a license office with an experienced manager of a License Office, Field Coordinator, or as otherwise approved by the state agency within the first ninety (90) days of employment. If the vendor selects zero (0) hours, the Contract License Office Manager will still be required to complete the mandatory training in Section 2.3.6. If the Contract License Office Manager's experience cannot be validated, no points will be awarded for this section.

- ☒ Contract License Office Manager has one (1) or more years of experience as a manager of a License Office within the last (5) years.
- ☐ 120 hours
- ☐ 80 hours
- ☐ 40 hours
- ☐ 0 hours

EXHIBIT A (Continued)**SECTION B: CUSTOMER SERVICE INITIATIVES AND VENDOR EXPERIENCE**

License offices act as the face of state government and as such should strive to provide exceptional customer service, by not only providing prompt, accurate, and friendly service, but also by ensuring the office is maintained in a professional and clean manner. In addition, personnel should present themselves in a professional and courteous manner the same as one would expect when entering any professional place of business. The following sections provide the vendor an opportunity to propose items that will help ensure exceptional customer service to the citizens of Missouri.

B-1: Public Restroom

Indicate the amenities offered by the office:

- ☒ ADAAA compliant restroom located within the license office that will be available to the public upon request, cleaned on a daily basis, and functioning with little to no closure during regular business hours.
- ☐ A non-ADAAA compliant restroom located within the license office that will be available to the public upon request, cleaned on a daily basis, and functioning with little to no closure during regular business hours.
- ☐ Access to an ADAAA compliant restroom located within the facility, such as an office building or strip mall, that is not the responsibility of the License Office and is no more than 500 feet from door to door.
- ☐ Access to a restroom within the facility, such as an office building or strip mall, that is not the responsibility of the License Office and is no more than 500 feet from door to door.
- ☐ No restroom will be available.

B-2: Wait Times

Indicate which one of the following the vendor will maintain each day:

- ☒ Contractor will maintain a wait time of 15 minutes or less in both motor vehicle and driver license.
- ☐ Contractor will maintain a wait time of 30 minutes or less in both motor vehicle and driver license.

B-3: Pre-Screener

Indicate which one of the following additional services will be provided to customers to reduce wait times. See Section 2.8.3 for pre-screener requirements. The pre-screener will be assisting customers in the license office for:

- ☒ 75 % or more of all office hours each month
- ☐ 50% or more of all office hours each month
- ☐ 25% or more of all office hours each month
- ☐ Vendor does not commit to providing pre-screener services

EXHIBIT A (Continued)**B-4: Assistance to customers**

Indicate the services or accommodations provided to customers on a daily basis (in addition to the requirements specified in Section 2.8.4)

- ☒ Monitor(s) that are a minimum of 32" and will at a minimum display what customers must submit to complete transactions.
- ☒ Take a number system (may be manual or electronic) for customers as they enter the office, that is used on a daily basis, even when the office is not busy.

B-5: Assistance to customers - Contract License Office Manager's Presence in a License Office

Vendor should select one of the following to indicate the minimum number of hours each week the Contract License Office Manager, as defined in Attachment 3, will be on-site in this license office during operating hours.

- ☒ The vendor proposes that the Contract License Office Manager named below will be present in the license office during all required operating hours per week.
- ☐ The vendor proposes that the Contract License Office Manager named below will be present at least 75% of all required operating hours per week.
- ☐ The vendor proposes that the Contract License Office Manager named below will be present at least 50% of all required operating hours per week.
- ☐ The vendor proposes that the Contract License Office Manager named below will be present less than 50% of all required operating hours per week.

B-6 Contract License Office Manager Experience

The state agency may verify the license office experience information for the Contract License Office Manager the vendor claims below based on the state agency's records at the time of evaluation. However, if the vendor fails to claim some or all of their Contract License Office Manager's experience, the vendor will not receive points for such. The vendor's Contract License Office Manager's experience will be scored using the definitions included on Attachment 6. If the Contract License Office Manager's experience cannot be validated, no points will be awarded for this section.

B-6A Contract License Office Manager

Identify the name and contact information of the Contract License Office Manager, as defined in Attachment 3. ([Exhibit E, Section B](#) must be completed for the Contract License Office Manager). Once an individual is named as a Contract License Office Manager of an awarded contract, they cannot be named as a Contract License Office Manager in any other awarded contracts, or in any further bid proposals, while remaining in the capacity of a Contract License Office Manager, unless it is for the rebid of the license office in which the current Contract License Office Manager manages. An exception may be made based on the required operating hours listed on Attachment 1 for each location proposed or under contract, and the percent of hours identified on Exhibit A Section B-6 of the RFP, or the corresponding documentation of an awarded contract to determine the allocation of hours worked by the Contract License Office Manager. Specific contact information of individual as required by Section 2.3.1 g

Contract License Office Manager Name Sara Valdivia Dick	Title Office Manager
Email Address sdbvaldivia2@gmail.com	Phone Number (816) 604-8550

B-6A Contract License Office Manager - Prior License Office Experience

Complete the following information regarding prior license office experience for the Contract License Office Manager named above.

[illegible]

EXHIBIT A (Continued)**B-6B Contract License Office Manager Experience – Inventory Control**

Identify the Contract License Office Manager's experience monitoring and maintaining inventory controls for a license office.

- 1) Has the License Office(s) been assessed charges for missing inventory in the last two (2) years?
 - ☒ **Yes** The total amount was equal to or greater than one-hundred (100) dollars.
 - ☐ **Yes** The total amount was less than one-hundred (100) dollars but equal to or greater than fifty (50) dollars.
 - ☐ **Yes** The total amount was less than fifty (50) dollars.
 - ☐ **No** The License Office(s) has not been assessed any inventory charges in the last two (2) years.
 - ☐ **N/A** Contract License Office Manager has no prior experience.

- 2) Has the License Office(s) been assessed shipping costs for placing more than two inventory orders in a month?
 - ☐ **Yes**
 - ☒ **No**
 - ☐ **N/A** Contract License Office Manager has no prior experience.

- 3) Vendor should select the one that best describes the Contract License Office Manager inventory experience. The Contract License Office Manager:
 - ☒ Has worked directly in a license office in a management role responsible for stocking, monitoring, and ordering inventory for the license office for at least five (5) out of the previous ten (10) years.
 - ☐ Has worked in a retail or consumer-driven business for at least the last ten (10) years with responsibility for stocking and monitoring inventory, and for utilizing and understanding the importance of inventory controls, but has never been responsible for ordering inventory.
 - ☐ Has worked in a retail or consumer-driven business for at least the last five (5) years and understands the importance of maintaining adequate inventory levels, but has never been responsible for stocking, monitoring, or ordering inventory.
 - ☐ Contract License Office Manager has no prior inventory experience.

EXHIBIT A (Continued)**B-6C: Experience - Contract License Office Manager's - Customer Service Experience**

Identify the Contract License Office Manager's experience in a customer service position.

- ☒ The Contract License Office Manager has been in a customer service position for all of the last 15 years.
- ☐ The Contract License Office Manager has worked at least ten (10) years over the last 15 years in a customer service position.
- ☐ The Contract License Office Manager has worked at least six (6) years over the last 15 years in a customer service position.
- ☐ The Contract License Office Manager has less than six (6) years of experience over the last 15 years in a customer service position.

B-6D: Experience - Contract License Office Manager's - Transaction Processing

- 1) Identify the Contract License Office Manager's past years of experience performing motor vehicle and driver license transaction processing.

- ☒ More than 10 years of experience.
- ☐ Over five years up to 10 years of experience.
- ☐ Over three years up to five years of experience.
- ☐ Over one year up to three years of experience.
- ☐ One year or less of experience.

- 2) Identify the Contract License Office Manager's experience processing transactions on state agency specific equipment identified in the RFP:

- a) In the last five (5) years the Contract License Office Manager has processed at least:

- ☒ 1,000 or more Driver License Transactions
- ☐ 500-999 Driver License Transactions
- ☐ Less than 500 Driver License Transactions
- ☐ Never worked in a License Office or never processed Driver License Transactions.

- b) In the last five (5) years the Contract License Office Manager has processed at least:

- ☒ 1,000 or more Motor Vehicle Transactions
- ☐ 500-999 Motor Vehicle Transactions
- ☐ Less than 500 Motor Vehicle Transactions
- ☐ Never worked in a License Office or never processed Motor Vehicle Transactions

If applicable, were 50% or more of the motor vehicle transactions indicated a transaction type other than a motor vehicle renewal?

- ☒ Yes
- ☐ No

EXHIBIT A (Continued)**B-6D: Experience - Contract License Office Manager's - Transaction Processing - Continued**

3) In addition, the Contract License Office Manager has:

- ☒ Worked in a profession over the past ten (10) years with three (3) or more of the following computer programs: (1) Windows 7 or above; (2) Microsoft Office, including Excel, Outlook, and Word; (3) SharePoint; (4) Internet Explorer, Microsoft Edge, or Google Chrome; (5) WebEx; and (6) Adobe Acrobat Reader or better.
- ☐ Worked in a profession over the past five (5) years with three (3) or more of the following computer programs: (1) Windows 7 or above; (2) Microsoft Office, including Excel, Outlook, and Word; (3) SharePoint; (4) Internet Explorer, Microsoft Edge, or Google Chrome; (5) WebEx; and (6) Adobe Acrobat Reader or better.
- ☐ Not met either of the computer experience qualifications identified above.

SECTION C: Miscellaneous Items**C-1 Select the following items that the vendor commits to having in their license office.**

- | | | |
|---|-----------------------------|--|
| <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No | A private working area for a State of Missouri staff member as described in Section 2.8.5 a. of the RFP. |
| <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No | Will provide a separate, non-published phone number for state agency use. |
| <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No | Installed security system will allow the state agency's Central Office access to view the security system cameras via the Internet at any time, without requesting permission. (The state agency will access on an as needed basis to address real time customer concerns as well as fraud review) |

C-2 Panic Buttons - Which of the following alarm-monitored panic buttons will the vendor's license office have:

- | | | |
|---|--|--|
| <input type="checkbox"/> Yes | <input checked="" type="checkbox"/> No | Will install at least one (1) concealed, alarm-monitored panic button under the customer service counter(s)/desk(s). |
| <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No | Will install a concealed, alarm-monitored panic button under the customer service counters/desks between every two (2) workstations. (Credit will not be given if there are not at least three workstations in Attachment 1) |

EXHIBIT A (Continued)**SECTION D: Entity Type and Vendor Ownership, Officers, and Contract Management Information**

The vendor is required to name all members, partners, officers, individuals, and entities with an ownership interest in the vendor's entity in the box below.

For all vendor's officer(s), and any officer(s) of any entity holding an interest in the vendor, Exhibit E, Section B must be completed for each officer. If additional space is needed attach supplemental documentation:

D-1 Entity Type

1) Identify the vendor's type of entity:

- ☐ General and Business Corporations
- ☒ Limited Liability Company (LLC)
- ☐ Nonprofit Corporation, Religious organization, and Charitable Organization
- ☐ Partnership
- ☐ Political Subdivision
- ☐ Sole Proprietor
- ☐ Other (describe): _____

2) Is a copy of the vendor's legal and binding operating agreement, partnership agreement, bylaws, or other similar such business document included? Failure to provide the information may result in the vendor's proposed bid not being scored or given consideration.

- ☒ A copy of the document is attached.
- ☐ I am a sole proprietor or political subdivision, and as such, no documentation is required.

EXHIBIT A (Continued)**D-2 Ownership of the Entity submitting this proposal.**

Identify the names of all members, partners, officers, individuals, and entities with an ownership interest in the entity submitting this RFP proposal, and their respective ownership interests. If additional space is needed attach supplemental documentation.

If the entity as named in the vendor's bid proposal is owned in whole or any part by another entity, vendor must provide the state agency with the legal and binding operating agreement, partnership agreement, bylaws, or other similar document of each ownership-interest holding entity indicating all members, partners, officers, individuals, or entities with an ownership interest, including their respective ownership interests in the entity that has an ownership interest in the entity that has been named in the vendor's bid proposal.

Failure to provide the information specified will result in the vendor's proposed bid being deemed unresponsive and will not be scored or given consideration

Ownership Interest and/or Percentage	Name of Member, Partner, Officer, Individual or Entity with an Ownership Interest
51	James Koester
49	David Koester

D-3 Officer(s)

Identify the name(s) of all vendor's officer(s) (as defined in Attachment 3), and any officer(s) of any entity holding an interest in the vendor, Exhibit E, Section B must be completed for each officer. If additional space is needed attach supplemental documentation.

For all vendor's officer(s), and any officer(s) of any entity holding an interest in the vendor, Exhibit E, Section B must be completed for each officer listed here. If additional space is needed attach supplemental documentation:

Officer Name James Koester
Officer Name David Koester
Officer Name

Officer Name
Officer Name
Officer Name

EXHIBIT A (Continued)**D-4 Prior History**

- 1.) Respond yes or no to the following questions surrounding the vendor's officers and Contract License Office Manager and their work history with current and prior business entities.

☐ Yes ☒ No Has an officer, owner or the Contract License Office Manager, or any entity an officer or the Contract License Office Manager is or has been an owner or officer of, had a judgment rendered against them in a discrimination-related lawsuit?

Answering yes to this question shall preclude the vendor from consideration of award of the contract.

☐ Yes ☒ No Has an officer, owner or the Contract License Office Manager had any state or federal felony conviction, guilty plea, or adjudication for fraud, embezzlement, forgery, identify theft, stealing, tax evasion, or other criminal acts involving dishonesty?

Answering yes to this question shall preclude the vendor from consideration of award of the contract.

- 2.) If either of the questions below are responded to in the affirmative, only a maximum total of 14 points shall be deducted from the vendor's overall point score. See Section 4.6.4 for additional qualifications.

☐ Yes ☒ No Has the vendor been awarded a state contract to operate a license office and been previously suspended by the Office of Administration Division of Purchasing or Department of Revenue, since August 1, 2022, or has the vendor had a contract to operate a license office that has been cancelled for breach or terminated for breach, since August 1, 2022?

☐ Yes ☒ No Has any officer or the Contract License Office Manager of the vendor been an owner or an officer of an entity that operated a state license office that was previously suspended by the Office of Administration Division of Purchasing, or Department of Revenue, since August 1, 2022 or whose contract to operate a license office has been cancelled for breach or terminated for breach, since August 1, 2022?

The officer or the Contract License Office Manager must have been an owner, officer, or Contract License Office Manager (as the terms "officer" and "Contract License Office Manager" were defined in the RFPs resulting in the contract award) at the time that the entity was suspended, or the contract was cancelled for breach or terminated for breach, since August 1, 2022.

EXHIBIT B
Vendor Status

Select the appropriate status and complete the information accordingly.

<input checked="" type="checkbox"/> This Exhibit DOES NOT APPLY.	No additional information is provided since the vendor's status does not qualify in any of the areas listed below.
<input type="checkbox"/> The vendor is a POLITICAL SUBDIVISION of Missouri.	The vendor must submit one of the following in order to receive credit as a Political Subdivision: <ul style="list-style-type: none"> • Documentation issued by the vendor's governing body authorizing the submission of the proposal by the vendor; or • Meeting minutes from the vendor's governing body authorizing the submission of the proposal by the vendor.
<input type="checkbox"/> The vendor is an IRS TAX EXEMPT ENTITY - Tax Exempt entities are encouraged to review IRS Publication 598 , Tax on Unrelated Business Income of Exempt Organizations, Chapter 3 Unrelated Trade or Business.	<p>In order to receive credit as an IRS Tax Exempt Entity, the vendor must either (1) be listed on the Internal Revenue Service (IRS) website confirming the vendor's status as an IRS Tax Exempt Entity as specified below, or (2) submit the Required Documentation specified below:</p> <p>1. IRS Website:</p> <ul style="list-style-type: none"> • The vendor is listed on the following IRS website confirming the vendor's status as an IRS Tax Exempt Entity: irs.gov/Charities-&-Non-Profits/Exempt-Organizations- Business-Master-File-Extract-EO-BMF. • If the vendor is exempt from taxation under Section 501(c)(4), the vendor must also complete and submit a notarized Non Action Organization Certification (Form 5638) that certifies the vendor is not a civic organization that would be considered an action organization under 26 C.F.R. Section 1.501(c)(3)-1(c)(3). <p style="text-align: center;"><u>OR</u></p> <p>2. Required Documentation:</p> <ul style="list-style-type: none"> • A letter issued to the vendor by the Internal Revenue Service (IRS), citing the vendor's organization as being exempt from taxation under Section 501(c)(3) or 501(c)(6), or 501(c)(4), except those civic organizations that would be considered action organizations under 26 C.F.R. Section 1.501(c)(3)-1(c)(3), of the Internal Revenue Code of 1986, as amended; AND • A copy of the vendor's most recent annual Federal Tax filing (990 series or comparable annual filing if required for the previous year); AND • If the vendor is exempt from taxation under Section 501(c)(4), the vendor must also complete and submit a notarized Form 5638 that certifies the vendor is not a civic organization that would be considered an action organization under 26 C.F.R. Section 1.501(c)(3)-1(c)(3). <p>3. Reinvestment of Net Proceeds: Select "Yes" or "No" below. Failure to respond will be considered a "No" response.</p> <p>Does the vendor/IRS Tax Exempt Entity propose to reinvest a minimum of 75% of the license office's net proceeds in charitable organizations in Missouri by December 31 each calendar year?</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>If yes, the vendor shall be required if requested by the state agency or other authorized representatives of the State of Missouri, to allow for the inspection of the contractor's documents and records relating to the 75% reinvestment of net proceeds, and all documents and records concerning their calculation of net proceeds, which shall include their gross receipts, profit, costs, and all other financial information.</p>

EXHIBIT C**Missouri Service-Disabled Veteran Business Enterprise (SDVE) Preference**

☐ This Exhibit **DOES NOT APPLY** or ☒ This Exhibit **DOES APPLY** and is completed.

Pursuant to [Section 34.074, RSMo](#), and [1 CSR 40-1.050](#), the State of Missouri has a goal of awarding three (3) percent of all contracts for the performance of any job or service to qualified service-disabled veteran business enterprises (SDVEs). (See below for definitions included in [Section 34.074, RSMo](#).)

STANDARDS:

The following standards shall be used by the State of Missouri in determining whether an individual, business, or organization qualifies as a SDVE. Confirm that each of the following applies to the vendor by selecting all that apply.:

- ☒ Doing business as a Missouri firm, corporation, or individual or maintaining a Missouri office or place of business, not including an office of a registered agent;
- ☒ Having not less than fifty-one percent (51%) of the business owned by one (1) or more service-disabled veterans (SDVs) or, in the case of any publicly-owned business, not less than fifty-one percent (51%) of the stock of which is owned by one (1) or more SDVs. (An SDV is defined as any individual who is disabled as certified by the appropriate federal agency responsible for the administration of veterans' affairs.);
- ☒ Having the management and daily business operations controlled by one (1) or more SDVs;
- ☒ Having a copy of the SDV's award letter from the Department of Veterans Affairs or a copy of the SDV's discharge paper (DD Form 214, Certificate of Release or Discharge from Active Duty) and a copy of the SDV's documentation certifying disability by the appropriate federal agency responsible for the administration of veterans' affairs; and
- ☒ Possessing the power to make day-to-day as well as major decisions on matters of management, policy, and operation.

If the vendor meets the standards of a qualified SDVE as stated above and unless previously submitted within the past five (5) years to the Office of Administration, Division of Purchasing, the vendor **must** provide the following SDV documents to receive the Missouri SDVE three-point bonus preference:


- ☒ A copy of the SDV's award letter from the Department of Veterans Affairs or a copy of the SDV's discharge paper (DD Form 214, Certificate of Release or Discharge from Active Duty);
- ☒ A copy of the SDV's documentation certifying disability by the appropriate federal agency responsible for the administration of veterans' affairs; and
- ☒ A completed copy of this Exhibit.

(NOTE: The SDV's award letter, the SDV's discharge paper, and the SDV's documentation certifying disability shall be considered confidential pursuant to subsection 14 of [Section 610.021, RSMo](#).)

EXHIBIT C (Continued)

Missouri Service-Disabled Veteran Business Enterprise Preference Continued

By signing below, I certify that I meet the definitions of a service-disabled veteran and a service-disabled veteran business enterprise as defined in [Section 34.074, RSMo.](#) I further certify that I meet the standards of a qualifying SDVE as listed above pursuant to 1 CSR 40-1.050.

Service-Disable Veteran's Name James Koester	Service-Disabled Veteran Business Enterprise Name LO Management LLC
Service-Disable Veteran's Signature 	Missouri Address of Service-Disabled Veteran Business Enterprise 2024 Crimson Meadows Drive, Ofallon, MO
Phone Number (573) 470-9800	Website Address
Date 01/23/2023	Email Address lomanagement.jim@gmail.com

The SDVE vendor should check the appropriate statement below and, if applicable, provide the requested information.

- ☐ No, I have not previously submitted the SDV documents specified herein to the Office of Administration, Division of Purchasing and therefore have enclosed the SDV's documents.
- ☒ Yes, I previously submitted the SDV documents specified herein within the past five (5) years to the Office of Administration, Division of Purchasing.

Date SDV documents were submitted:	Previous Proposal/Contract Number for which the SDV documents were submitted: (if applicable and known)
10/29/2023	RFPS30034902000900

(NOTE: If the SDVE and SDV are listed on the Office of Administration, Division of Purchasing SDVE database located at <https://oa.mo.gov/sites/default/files/sdvelisting.pdf>, then the SDV documents have been submitted to the Division of Purchasing within the past five [5] years. However, if it has been determined that an SDVE at any time no longer meets the requirements stated above, the Office of Administration, Division of Purchasing will remove the SDVE and associated SDV from the database.)

FOR STATE USE ONLY

SDV documents Verification Completed By:

	Date
--	------

EXHIBIT D**Business Entity Certification, Enrollment Documentation and Affidavit Of Work Authorization****BUSINESS ENTITY CERTIFICATION**

The vendor must certify their current business status by completing either Section A, Section B, or Section C on this Exhibit.

Section A - To be completed by a non-business entity as defined below.

Section B - To be completed by a business entity who has not yet completed and submitted documentation pertaining to the federal work authorization program as described at <https://www.e-verify.gov/>.

Section C - To be completed by a business entity who has current work authorization documentation on file with a Missouri state agency including Division of Purchasing.

Business entity, as defined in [Section 285.525, RSMo](#), pertaining to [Section 285.530, RSMo](#), is any person or group of persons performing or engaging in any activity, enterprise, profession, or occupation for gain, benefit, advantage, or livelihood. The term "business entity" shall include but not be limited to self-employed individuals, partnerships, corporations, contractors, and subcontractors. The term "business entity" shall include any business entity that possesses a business permit, license, or tax certificate issued by the state, any business entity that is exempt by law from obtaining such a business permit, and any business entity that is operating unlawfully without such a business permit. The term "business entity" shall not include a self-employed individual with no employees or entities utilizing the services of direct sellers as defined in subdivision (17) of subsection 12 of [Section 288.034, RSMo](#).

Note: Regarding governmental entities, business entity includes Missouri schools, Missouri universities (other than stated in Section C), out of state agencies, out of state schools, out of state universities, and political subdivisions. A business entity does not include Missouri state agencies and federal government entities.

SECTION A: CURRENTLY NOT A BUSINESS ENTITY

I certify that _____ DOES NOT CURRENTLY MEET the definition
(Company/Individual Name)

of a business entity, as defined in [Section 285.525, RSMo](#) pertaining to [Section 285.530, RSMo](#) as stated above, because:
(check the applicable business status that applies below)

- ☐ I am a self-employed individual with no employees; OR
- ☐ The company that I represent employs the services of direct sellers as defined in subdivision (17) of subsection 12 of [Section 288.034, RSMo](#).

I certify that I am not an alien unlawfully present in the United States and if _____
(Company/Individual Name)

is awarded a contract for the services requested herein under _____ and if the
(Company/Individual Name)

business status changes during the life of the contract to become a business entity as defined in [Section 285.525, RSMo](#) pertaining to [Section 285.530, RSMo](#) then, prior to the performance of any services as a business entity,

_____ agrees to complete Section B, comply with the requirements
(Company/Individual Name)

stated in Section B and provide the Department of Revenue with all documentation required in Section B of this exhibit.

Authorized Representative's Name

Authorized Representative's Signature

Company Name (if applicable)

Date

EXHIBIT D (Continued)

(Complete the following if you DO NOT have the E-Verify documentation and a current Affidavit of Work Authorization already on file with the State of Missouri. If completing Section B, do not complete Section C.)

SECTION B – CURRENT BUSINESS ENTITY STATUS

I certify that LO Management LLC MEETS the definition of a business entity as
 (Business Entity Name)
 defined in [Section 285.525, RSMo](#) pertaining to [Section 285.530, RSMo](#).

Authorized Business Entity Representative's Name

James Koester

Authorized Business Entity

LO Management LLC

Representative's Signature

James Koester

Business Entity Name

LO Management LLC

Date

01/23/2023

Email Address

lomanagement.jim@gmail.com

As a business entity, the vendor must perform/provide each of the following. The vendor should check each to verify completion/submission of all of the following:



Enroll and participate in the E-Verify federal work authorization program

(Website: <https://www.e-verify.gov/>; Phone: 888-464-4218; Email: e-verify@dhs.gov) with respect to the employees hired after enrollment in the program who are proposed to work in connection with the services required herein; AND



Provide documentation affirming said company's enrollment and participation in the E-Verify federal work authorization program. Documentation shall include EITHER the E-Verify Employment Eligibility Verification page listing the vendor's name and company ID OR a page from the E-Verify Memorandum of Understanding (MOU) listing the vendor's name and the MOU signature page completed and signed, at minimum, by the vendor and the Department of Homeland Security – Verification Division. If the signature page of the MOU lists the vendor's name and company ID, then no additional pages of the MOU must be submitted; AND



Submit a completed, notarized Affidavit of Work Authorization provided on the next page of this Exhibit.

AFFIDAVIT OF WORK AUTHORIZATION

The vendor who meets the [Section 285.525, RSMo.](#) definition of a business entity must complete and return the following Affidavit of Work Authorization.

Please have Exhibit D – Section B Affidavit of Work Authorization properly notarized and submit as an attachment to your submitted proposal. Please name the attachment (“Vendor Name” Notarized Affidavit of Work Authorization)

Comes now James Koester as Owner first being
(Name of Business Entity Authorized Representative) (Position/Title)
 duly sworn on my oath, affirm LO Management LLC is enrolled and will continue to
(Business Entity Name)

participate in the E-Verify federal work authorization program with respect to employees hired after enrollment in the program who are proposed to work in connection with the services related to contract(s) with the State of Missouri for the duration of the contract(s), if awarded in accordance with subsection 2 of [Section 285.530, RSMo.](#) I also affirm that LO Management LLC does not and will not knowingly employ a person who is an
(Business Entity Name)

unauthorized alien in connection with the contracted services provided under the contract(s) for the duration of the contract(s), if awarded.

In Affirmation thereof, the facts stated above are true and correct. (The undersigned understands that false statements made in this filing are subject to the penalties provided under [Section 575.040, RSMo.](#))

Authorized Representative's Signature See Attached	Typed Name James Koester
Title Owner	Date 01/23/2023
E-Verify Company ID Number 1464237	Email Address lomanagement.jim@gmail.com

NOTARY

Subscribed and sworn to before me this _____ of _____ I am commissioned as a
(Day) (Month, Year)
 notary public within the County of _____, State of _____, and my
(Name of County) (Name of State)
 commission expires on _____.
(Date)

Signature of Notary	Date
---------------------	------

EXHIBIT D (Continued)

(Complete the following if you have the E-Verify documentation and a current Affidavit of Work Authorization already on file with the State of Missouri. If completing Section C, do not complete Section B.)

SECTION C – AFFIDAVIT ON FILE - CURRENT BUSINESS ENTITY STATUS

I certify that _____ MEETS the definition of a business entity as
(Business Entity Name)

defined in [Section 285.525, RSMo](#) pertaining to [Section 285.530, RSMo](#) and have enrolled and currently participates in the E-Verify federal work authorization program with respect to the employees hired after enrollment in the program who are proposed to work in connection with the services related to contract(s) with the State of Missouri. We have previously provided documentation to a Missouri state agency or public university that affirms enrollment and participation in the E-Verify federal work authorization program. The documentation that was previously provided included the following.

- * The E-Verify Employment Eligibility Verification page OR a page from the E-Verify Memorandum of Understanding (MOU) listing the vendor's name and the MOU signature page completed and signed by the vendor's and the Department of Homeland Security – Verification Division.
- * A current, notarized Affidavit of Work Authorization (must be completed, signed, and notarized within the past twelve months).

Name of Missouri State Agency or Public University* to Which Previous E-Verify Documentation Submitted

(*Public University includes the following five schools under [Chapter 34, RSMo](#): Harris-Stowe State University – St. Louis; Missouri Southern State University – Joplin; Missouri Western State University – St. Joseph; Northwest Missouri State University – Maryville; Southeast Missouri State University – Cape Girardeau.)

Date of Previous E-Verify Documentation Submission

Previous Bid/Contract Number for Which Previous E-Verify Documentation Submitted (if known)

Authorized Business Entity Representative's Name

Authorized Business Entity Representative's Signature

Business Entity Name

Date

E-Verify MOU Company ID Number

Email Address

For State of Missouri Use Only

Documentation Verification Completed By:

Buyer

Date

EXHIBIT F
Anti-Discrimination Against Israel Act Certification

Statutory Requirement

[Section 34.600, RSMo](#), precludes entering into a contract with a company to acquire products and/or services “unless the contract includes a written certification that the company is not currently engaged in and shall not, for the duration of the contract, engage in a boycott of goods or services from the State of Israel; companies doing business in or with Israel or authorized by, licensed by, or organized under the laws of the State of Israel; or persons or entities doing business in the State of Israel.”

Exceptions

The statute provides two exceptions for this certification: 1) “contracts with a total potential value of less than one hundred thousand dollars” or 2) “contractors with fewer than ten employees.” Therefore the following certification is required prior to any contract award.

[Section 34.600, RSMo](#), defines the following terms:

Company - any for-profit or not-for-profit organization, association, corporation, partnership, joint venture, limited partnership, limited liability partnership, limited liability company, or other entity or business association, including all wholly-owned subsidiaries, majority-owned subsidiaries, parent companies, or affiliates of those entities or business associations.

Boycott Israel and Boycott of the State of Israel - engaging in refusals to deal, terminating business activities, or other actions to discriminate against, inflict economic harm, or otherwise limit commercial relations specifically with the State of Israel; companies doing business in or with Israel or authorized by, licensed by, or organized under the laws of the State of Israel; or persons or entities doing business in the State of Israel, that are all intended to support a boycott of the State of Israel. A

company’s statement that it is participating in boycotts of the State of Israel; companies doing business in or with Israel or authorized by, licensed by, or organized under the laws of the State of Israel; or persons or entities doing business in the State of Israel, or that it has taken the boycott action at the request, in compliance with, or in furtherance of calls for a boycott of the State of Israel; companies doing business in or with Israel or authorized by, licensed by, or organized under the laws of the State of Israel; or persons or entities doing business in the State of Israel shall be considered to be conclusive evidence that a company is participating in a boycott of the State of Israel; companies doing business in or with Israel or authorized by, licensed by, or organized under the laws of the State of Israel; or persons or entities doing business in the State of Israel; provided, however that a company that has made no such statement may still be considered to be participating in a boycott of the State of Israel; companies doing business in or with Israel or authorized by, licensed by, or organized under the laws of the State of Israel; or persons or entities doing business in the State of Israel if other factors warrant such a conclusion.

Certification

The vendor must therefore certify their current status by completing either Section A, Section B, or Section C on the next page of this Exhibit.

SECTION A: To be completed by any vendor that does not meet the definition of “company” above, hereinafter referred to as “Non-Company.”

SECTION B: To be completed by a vendor that meets the definition of “Company” but has less than ten employees.

SECTION C: To be completed by a vendor that meets the definition of “Company” and has ten or more employees.

EXHIBIT F Continued**Complete the Section that applies below.****SECTION A – NON-COMPANY ENTITY**

I certify that _____ currently **DOES NOT MEET**
 (Entity Name)

the definition of a company as defined in [Section 34.600, RSMo](#), but that if awarded a contract and the entity's business status changes during the life of the contract to become a "company" as defined in [Section 34.600, RSMo](#), and the entity has ten or more employees, then, prior to the delivery of any services and/or supplies as a company, the entity agrees to comply with, complete, and return Section C to the Department of Revenue at that time.

Authorized Representative's Name

Authorized Representative's Signature

Entity Name

Date

SECTION B –COMPANY ENTITY WITH LESS THAN TEN EMPLOYEES

I certify that _____ **LO Management LLC** **MEETS** the definition of a
 (Entity Name)

company as defined in [Section 34.600, RSMo](#), and currently has less than ten employees but that if awarded a contract and if the company increases the number of employees to ten or more during the life of the contract, then said company shall comply with, complete, and return Section C to the Department of Revenue at that time.

Authorized Representative's Name

James Koester

Authorized Representative's Signature

James Koester

Company Name

LO Management LLC

Date

01/23/2023

SECTION C –COMPANY ENTITY WITH TEN OR MORE EMPLOYEES

I certify that _____ **MEETS** the definition of
 (Company Name)

a company as defined in [Section 34.600, RSMo](#), has ten or more employees, and is not currently engaged in a boycott of goods or services from the State of Israel; companies doing business in or with Israel or authorized by, licensed by, or organized under the laws of the State of Israel; or persons or entities doing business in the State of Israel as defined in [Section 34.600, RSMo](#). I further certify that if the company is awarded a contract for the services and/or supplies requested herein said company shall not engage in a boycott of goods or services from the State of Israel; companies doing business in or with Israel or authorized by, licensed by, or organized under the laws of the State of Israel; or persons or entities doing business in the State of Israel as defined in [Section 34.600, RSMo](#), for the duration of the contract.

Authorized Representative's Name

Authorized Representative's Signature

Company Name

Date

Double-check your work! Ensure all required forms and fields have been completed.



STATE OF MISSOURI
DEPARTMENT OF REVENUE
REQUEST FOR PROPOSAL (RFP)

SOLICITATION/OPPORTUNITY (OPP) NO.: RFPDOR230041

REQ NO.:

TITLE: Location License Office North Kansas City License Office

BUYER: Tara Ronimous

ISSUE DATE: 01/11/2023

PHONE NO.: (573) 751-2145

EMAIL: Tara.Ronimous@dor.mo.gov

RETURN PROPSAL NO LATER THAN: 01/25/2023

AT 2:00 PM CENTRAL TIME (END DATE)

RFP RESPONSE MUST BE SUBMITTED ELECTRONICALLY THROUGH MissouriBUYS. <https://missouribuyss.mo.gov/>

MAILED, COURIER, OR HAND-DELIVERED RFP RESPONSE WILL NOT BE ACCEPTED.

CONTRACT PERIOD: Effective Date of Contract through five (5) years.

DELIVER SUPPLIES/SERVICES FOB (Free On Board) DESTINATION TO THE FOLLOWING ADDRESS:

DELIVER SUPPLIES/SERVICES
FOB (Free on Board) DESTINATION TO:

North Kansas City, MO

DELIVER SERVICES FOR:
Department of Revenue
P.O. Box 311
Jefferson City, MO 65105

The vendor hereby declares understanding, agreement and certification of compliance to provide the items and/or services, at the prices quoted, in accordance with all requirements and specifications contained herein and the Terms and Conditions Request for Proposal (Revised 11/09/2022.) The vendor further agrees that the language of this RFP shall govern in the event of a conflict with his/her proposal. The vendor further agrees that upon receipt of an authorized purchase order from the Department of Revenue or when a Notice of Award is signed and issued by an authorized official of the State of Missouri, a binding contract shall exist between the vendor and the State of Missouri. The vendor shall understand and agree that in order for their proposal to be considered for evaluation, they must be registered in MissouriBUYS. If not registered at time of proposal opening, the vendor must register in MissouriBUYS upon request by the state immediately after proposal opening.

SIGNATURE REQUIRED


VENDOR NAME Bella Risk WS, LLC		MissouriBUYS System ID (See vendor profile – main information screen) 173108	
MAILING ADDRESS PO Box 29122			
CITY, STATE, ZIP CODE Kansas City, MO 64152			
CONTACT PERSON Chase Williams		EMAIL ADDRESS ChaseRWilliams@aol.com	
PHONE NUMBER 816.355.4500		FAX NUMBER 816.207.0071	
VENDOR TAX FILING TYPE WITH IRS (CHECK ONE) <input type="checkbox"/> Corporation <input type="checkbox"/> Individual <input type="checkbox"/> State/Local Government <input checked="" type="checkbox"/> Partnership <input type="checkbox"/> Sole Proprietor <input type="checkbox"/> IRS Tax Exempt			
AUTHORIZED SIGNATURE 		DATE 01/24/2023	
PRINTED NAME Chase Williams		TITLE Member	

EXHIBIT A**Personnel, Method of Performance, Experience, and Training****SECTION A: PERSONNEL RETENTION**

The intention of this section is to determine what vendors will commit to pay as a minimum hourly wage for all personnel that will review documentation or process license office transactions as well as what amount of training will be provided to new employees processing motor vehicle or driver licensing transactions.

Additional pay increases may be given beyond what is proposed as a minimum hourly wage below. Points will be awarded as stated in Attachment 6 of the RFP for the responses made below.

A-1: Minimum Hourly Wage

Indicate the minimum hourly wage, excluding any benefits or bonuses, you commit to for all personnel that will review documentation or process license office transactions. If any personnel will be paid an annual salary, factor the number of hours they will work and break the annual salary amount out to an hourly wage. Additional pay increases may be given beyond what is proposed below. Points will be awarded as stated in Attachment 6 of the RFP.

Hourly salary: \$ 18.00

A-2: Training – New Employees

Indicate the minimum number of hours every new employee will Job Shadow and/or Reverse Job Shadow (as those terms are defined in Attachment 3) experienced employees processing motor vehicle and/or driver's license transactions within the first six (6) months of employment. If the vendor selects zero (0) hours, every new employee will still be required to complete the mandatory training in Section 2.3.6.

- ☒ 120 hours
- ☐ 80 hours
- ☐ 40 hours
- ☐ 0 hours

A-3: Training – Contract License Office Manager

Indicate the minimum number of hours the Contract License Office Manager will train on all aspects of managing a license office with an experienced manager of a License Office, Field Coordinator, or as otherwise approved by the state agency within the first ninety (90) days of employment. If the vendor selects zero (0) hours, the Contract License Office Manager will still be required to complete the mandatory training in Section 2.3.6. If the Contract License Office Manager's experience cannot be validated, no points will be awarded for this section.

- ☒ Contract License Office Manager has one (1) or more years of experience as a manager of a License Office within the last (5) years.
- ☐ 120 hours
- ☐ 80 hours
- ☐ 40 hours
- ☐ 0 hours

EXHIBIT A (Continued)**SECTION B: CUSTOMER SERVICE INITIATIVES AND VENDOR EXPERIENCE**

License offices act as the face of state government and as such should strive to provide exceptional customer service, by not only providing prompt, accurate, and friendly service, but also by ensuring the office is maintained in a professional and clean manner. In addition, personnel should present themselves in a professional and courteous manner the same as one would expect when entering any professional place of business. The following sections provide the vendor an opportunity to propose items that will help ensure exceptional customer service to the citizens of Missouri.

B-1: Public Restroom

Indicate the amenities offered by the office:

- ☒ ADAAA compliant restroom located within the license office that will be available to the public upon request, cleaned on a daily basis, and functioning with little to no closure during regular business hours.
- ☐ A non-ADAAA compliant restroom located within the license office that will be available to the public upon request, cleaned on a daily basis, and functioning with little to no closure during regular business hours.
- ☐ Access to an ADAAA compliant restroom located within the facility, such as an office building or strip mall, that is not the responsibility of the License Office and is no more than 500 feet from door to door.
- ☐ Access to a restroom within the facility, such as an office building or strip mall, that is not the responsibility of the License Office and is no more than 500 feet from door to door.
- ☐ No restroom will be available.

B-2: Wait Times

Indicate which one of the following the vendor will maintain each day:

- ☒ Contractor will maintain a wait time of 15 minutes or less in both motor vehicle and driver license.
- ☐ Contractor will maintain a wait time of 30 minutes or less in both motor vehicle and driver license.

B-3: Pre-Screener

Indicate which one of the following additional services will be provided to customers to reduce wait times. See Section 2.8.3 for pre-screener requirements. The pre-screener will be assisting customers in the license office for:

- ☒ 75 % or more of all office hours each month
- ☐ 50% or more of all office hours each month
- ☐ 25% or more of all office hours each month
- ☐ Vendor does not commit to providing pre-screener services

EXHIBIT A (Continued)**B-4: Assistance to customers**

Indicate the services or accommodations provided to customers on a daily basis (in addition to the requirements specified in Section 2.8.4)

- ☒ Monitor(s) that are a minimum of 32" and will at a minimum display what customers must submit to complete transactions.
- ☒ Take a number system (may be manual or electronic) for customers as they enter the office, that is used on a daily basis, even when the office is not busy.

B-5: Assistance to customers - Contract License Office Manager's Presence in a License Office

Vendor should select one of the following to indicate the minimum number of hours each week the Contract License Office Manager, as defined in Attachment 3, will be on-site in this license office during operating hours.

- ☒ The vendor proposes that the Contract License Office Manager named below will be present in the license office during all required operating hours per week.
- ☐ The vendor proposes that the Contract License Office Manager named below will be present at least 75% of all required operating hours per week.
- ☐ The vendor proposes that the Contract License Office Manager named below will be present at least 50% of all required operating hours per week.
- ☐ The vendor proposes that the Contract License Office Manager named below will be present less than 50% of all required operating hours per week.

B-6 Contract License Office Manager Experience

The state agency may verify the license office experience information for the Contract License Office Manager the vendor claims below based on the state agency's records at the time of evaluation. However, if the vendor fails to claim some or all of their Contract License Office Manager's experience, the vendor will not receive points for such. The vendor's Contract License Office Manager's experience will be scored using the definitions included on Attachment 6. If the Contract License Office Manager's experience cannot be validated, no points will be awarded for this section.

B-6A Contract License Office Manager

Identify the name and contact information of the Contract License Office Manager, as defined in Attachment 3. ([Exhibit E, Section B](#) must be completed for the Contract License Office Manager). Once an individual is named as a Contract License Office Manager of an awarded contract, they cannot be named as a Contract License Office Manager in any other awarded contracts, or in any further bid proposals, while remaining in the capacity of a Contract License Office Manager, unless it is for the rebid of the license office in which the current Contract License Office Manager manages. An exception may be made based on the required operating hours listed on Attachment 1 for each location proposed or under contract, and the percent of hours identified on Exhibit A Section B-6 of the RFP, or the corresponding documentation of an awarded contract to determine the allocation of hours worked by the Contract License Office Manager. Specific contact information of individual as required by Section 2.3.1 g

Contract License Office Manager Name Brittany Plant	Title Manager
Email Address brittanyplant@gmail.com	Phone Number 816.762.4440

B-6A Contract License Office Manager - Prior License Office Experience

Complete the following information regarding prior license office experience for the Contract License Office Manager named above.

[illegible]

EXHIBIT A (Continued)**B-6B Contract License Office Manager Experience – Inventory Control**

Identify the Contract License Office Manager's experience monitoring and maintaining inventory controls for a license office.

- 1) Has the License Office(s) been assessed charges for missing inventory in the last two (2) years?
 - ☐ **Yes** The total amount was equal to or greater than one-hundred (100) dollars.
 - ☐ **Yes** The total amount was less than one-hundred (100) dollars but equal to or greater than fifty (50) dollars.
 - ☐ **Yes** The total amount was less than fifty (50) dollars.
 - ☒ **No** The License Office(s) has not been assessed any inventory charges in the last two (2) years.
 - ☐ **N/A** Contract License Office Manager has no prior experience.

- 2) Has the License Office(s) been assessed shipping costs for placing more than two inventory orders in a month?
 - ☐ **Yes**
 - ☒ **No**
 - ☐ **N/A** Contract License Office Manager has no prior experience.

- 3) Vendor should select the one that best describes the Contract License Office Manager inventory experience. The Contract License Office Manager:
 - ☐ Has worked directly in a license office in a management role responsible for stocking, monitoring, and ordering inventory for the license office for at least five (5) out of the previous ten (10) years.
 - ☒ Has worked in a retail or consumer-driven business for at least the last ten (10) years with responsibility for stocking and monitoring inventory, and for utilizing and understanding the importance of inventory controls, but has never been responsible for ordering inventory.
 - ☐ Has worked in a retail or consumer-driven business for at least the last five (5) years and understands the importance of maintaining adequate inventory levels, but has never been responsible for stocking, monitoring, or ordering inventory.
 - ☐ Contract License Office Manager has no prior inventory experience.

EXHIBIT A (Continued)**B-6C: Experience - Contract License Office Manager's - Customer Service Experience**

Identify the Contract License Office Manager's experience in a customer service position.

- ☐ The Contract License Office Manager has been in a customer service position for all of the last 15 years.
- ☒ The Contract License Office Manager has worked at least ten (10) years over the last 15 years in a customer service position.
- ☐ The Contract License Office Manager has worked at least six (6) years over the last 15 years in a customer service position.
- ☐ The Contract License Office Manager has less than six (6) years of experience over the last 15 years in a customer service position.

B-6D: Experience - Contract License Office Manager's - Transaction Processing

- 1) Identify the Contract License Office Manager's past years of experience performing motor vehicle and driver license transaction processing.

- ☐ More than 10 years of experience.
- ☐ Over five years up to 10 years of experience.
- ☒ Over three years up to five years of experience.
- ☐ Over one year up to three years of experience.
- ☐ One year or less of experience.

- 2) Identify the Contract License Office Manager's experience processing transactions on state agency specific equipment identified in the RFP:

- a) In the last five (5) years the Contract License Office Manager has processed at least:

- ☒ 1,000 or more Driver License Transactions
- ☐ 500-999 Driver License Transactions
- ☐ Less than 500 Driver License Transactions
- ☐ Never worked in a License Office or never processed Driver License Transactions.

- b) In the last five (5) years the Contract License Office Manager has processed at least:

- ☒ 1,000 or more Motor Vehicle Transactions
- ☐ 500-999 Motor Vehicle Transactions
- ☐ Less than 500 Motor Vehicle Transactions
- ☐ Never worked in a License Office or never processed Motor Vehicle Transactions

If applicable, were 50% or more of the motor vehicle transactions indicated a transaction type other than a motor vehicle renewal?

- ☒ Yes
- ☐ No

EXHIBIT A (Continued)**B-6D: Experience - Contract License Office Manager's - Transaction Processing - Continued**

3) In addition, the Contract License Office Manager has:

- ☒ Worked in a profession over the past ten (10) years with three (3) or more of the following computer programs: (1) Windows 7 or above; (2) Microsoft Office, including Excel, Outlook, and Word; (3) SharePoint; (4) Internet Explorer, Microsoft Edge, or Google Chrome; (5) WebEx; and (6) Adobe Acrobat Reader or better.
- ☐ Worked in a profession over the past five (5) years with three (3) or more of the following computer programs: (1) Windows 7 or above; (2) Microsoft Office, including Excel, Outlook, and Word; (3) SharePoint; (4) Internet Explorer, Microsoft Edge, or Google Chrome; (5) WebEx; and (6) Adobe Acrobat Reader or better.
- ☐ Not met either of the computer experience qualifications identified above.

SECTION C: Miscellaneous Items**C-1 Select the following items that the vendor commits to having in their license office.**

- | | | |
|---|-----------------------------|--|
| <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No | A private working area for a State of Missouri staff member as described in Section 2.8.5 a. of the RFP. |
| <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No | Will provide a separate, non-published phone number for state agency use. |
| <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No | Installed security system will allow the state agency's Central Office access to view the security system cameras via the Internet at any time, without requesting permission. (The state agency will access on an as needed basis to address real time customer concerns as well as fraud review) |

C-2 Panic Buttons - Which of the following alarm-monitored panic buttons will the vendor's license office have:

- | | | |
|---|-----------------------------|--|
| <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No | Will install at least one (1) concealed, alarm-monitored panic button under the customer service counter(s)/desk(s). |
| <input checked="" type="checkbox"/> Yes | <input type="checkbox"/> No | Will install a concealed, alarm-monitored panic button under the customer service counters/desks between every two (2) workstations. (Credit will not be given if there are not at least three workstations in Attachment 1) |

EXHIBIT A (Continued)**SECTION D: Entity Type and Vendor Ownership, Officers, and Contract Management Information**

The vendor is required to name all members, partners, officers, individuals, and entities with an ownership interest in the vendor's entity in the box below.

For all vendor's officer(s), and any officer(s) of any entity holding an interest in the vendor, Exhibit E, Section B must be completed for each officer. If additional space is needed attach supplemental documentation:

D-1 Entity Type

1) Identify the vendor's type of entity:

- ☐ General and Business Corporations
- ☒ Limited Liability Company (LLC)
- ☐ Nonprofit Corporation, Religious organization, and Charitable Organization
- ☐ Partnership
- ☐ Political Subdivision
- ☐ Sole Proprietor
- ☐ Other (describe): _____

2) Is a copy of the vendor's legal and binding operating agreement, partnership agreement, bylaws, or other similar such business document included? Failure to provide the information may result in the vendor's proposed bid not being scored or given consideration.

- ☒ A copy of the document is attached.
- ☐ I am a sole proprietor or political subdivision, and as such, no documentation is required.

EXHIBIT A (Continued)

D-2 Ownership of the Entity submitting this proposal.

Identify the names of all members, partners, officers, individuals, and entities with an ownership interest in the entity submitting this RFP proposal, and their respective ownership interests. If additional space is needed attach supplemental documentation.

If the entity as named in the vendor’s bid proposal is owned in whole or any part by another entity, vendor must provide the state agency with the legal and binding operating agreement, partnership agreement, bylaws, or other similar document of each ownership-interest holding entity indicating all members, partners, officers, individuals, or entities with an ownership interest, including their respective ownership interests in the entity that has an ownership interest in the entity that has been named in the vendor’s bid proposal.

Failure to provide the information specified will result in the vendor’s proposed bid being deemed unresponsive and will not be scored or given consideration

Ownership Interest and/or Percentage	Name of Member, Partner, Officer, Individual or Entity with an Ownership Interest
70	The Contracts Group, LLC
30	James R Williams, LLC

D-3 Officer(s)

Identify the name(s) of all vendor’s officer(s) (as defined in Attachment 3), and any officer(s) of any entity holding an interest in the vendor, Exhibit E, Section B must be completed for each officer. If additional space is needed attach supplemental documentation.

For all vendor’s officer(s), and any officer(s) of any entity holding an interest in the vendor, Exhibit E, Section B must be completed for each officer listed here. If additional space is needed attach supplemental documentation:

<div>Officer Name</div> <div>Chase R Williams</div>	<div>Officer Name</div> <div>James (Ryan) Williams</div>
<div>Officer Name</div>	<div>Officer Name</div>
<div>Officer Name</div>	<div>Officer Name</div>

EXHIBIT A (Continued)**D-4 Prior History**

- 1.) Respond yes or no to the following questions surrounding the vendor's officers and Contract License Office Manager and their work history with current and prior business entities.

☐ Yes ☒ No Has an officer, owner or the Contract License Office Manager, or any entity an officer or the Contract License Office Manager is or has been an owner or officer of, had a judgment rendered against them in a discrimination-related lawsuit?

Answering yes to this question shall preclude the vendor from consideration of award of the contract.

☐ Yes ☒ No Has an officer, owner or the Contract License Office Manager had any state or federal felony conviction, guilty plea, or adjudication for fraud, embezzlement, forgery, identify theft, stealing, tax evasion, or other criminal acts involving dishonesty?

Answering yes to this question shall preclude the vendor from consideration of award of the contract.

- 2.) If either of the questions below are responded to in the affirmative, only a maximum total of 14 points shall be deducted from the vendor's overall point score. See Section 4.6.4 for additional qualifications.

☐ Yes ☒ No Has the vendor been awarded a state contract to operate a license office and been previously suspended by the Office of Administration Division of Purchasing or Department of Revenue, since August 1, 2022, or has the vendor had a contract to operate a license office that has been cancelled for breach or terminated for breach, since August 1, 2022?

☐ Yes ☒ No Has any officer or the Contract License Office Manager of the vendor been an owner or an officer of an entity that operated a state license office that was previously suspended by the Office of Administration Division of Purchasing, or Department of Revenue, since August 1, 2022 or whose contract to operate a license office has been cancelled for breach or terminated for breach, since August 1, 2022?

The officer or the Contract License Office Manager must have been an owner, officer, or Contract License Office Manager (as the terms "officer" and "Contract License Office Manager" were defined in the RFPs resulting in the contract award) at the time that the entity was suspended, or the contract was cancelled for breach or terminated for breach, since August 1, 2022.

EXHIBIT B
Vendor Status

Select the appropriate status and complete the information accordingly.

<input checked="" type="checkbox"/> This Exhibit DOES NOT APPLY.	No additional information is provided since the vendor's status does not qualify in any of the areas listed below.
<input type="checkbox"/> The vendor is a POLITICAL SUBDIVISION of Missouri.	The vendor must submit one of the following in order to receive credit as a Political Subdivision: <ul style="list-style-type: none"> • Documentation issued by the vendor's governing body authorizing the submission of the proposal by the vendor; or • Meeting minutes from the vendor's governing body authorizing the submission of the proposal by the vendor.
<input type="checkbox"/> The vendor is an IRS TAX EXEMPT ENTITY - Tax Exempt entities are encouraged to review IRS Publication 598 , Tax on Unrelated Business Income of Exempt Organizations, Chapter 3 Unrelated Trade or Business.	<p>In order to receive credit as an IRS Tax Exempt Entity, the vendor must either (1) be listed on the Internal Revenue Service (IRS) website confirming the vendor's status as an IRS Tax Exempt Entity as specified below, or (2) submit the Required Documentation specified below:</p> <p>1. IRS Website:</p> <ul style="list-style-type: none"> • The vendor is listed on the following IRS website confirming the vendor's status as an IRS Tax Exempt Entity: irs.gov/Charities-&-Non-Profits/Exempt-Organizations-Business-Master-File-Extract-EO-BMF. • If the vendor is exempt from taxation under Section 501(c)(4), the vendor must also complete and submit a notarized Non Action Organization Certification (Form 5638) that certifies the vendor is not a civic organization that would be considered an action organization under 26 C.F.R. Section 1.501(c)(3)-1(c)(3). <p style="text-align: center;"><u>OR</u></p> <p>2. Required Documentation:</p> <ul style="list-style-type: none"> • A letter issued to the vendor by the Internal Revenue Service (IRS), citing the vendor's organization as being exempt from taxation under Section 501(c)(3) or 501(c)(6), or 501(c)(4), except those civic organizations that would be considered action organizations under 26 C.F.R. Section 1.501(c)(3)-1(c)(3), of the Internal Revenue Code of 1986, as amended; AND • A copy of the vendor's most recent annual Federal Tax filing (990 series or comparable annual filing if required for the previous year); AND • If the vendor is exempt from taxation under Section 501(c)(4), the vendor must also complete and submit a notarized Form 5638 that certifies the vendor is not a civic organization that would be considered an action organization under 26 C.F.R. Section 1.501(c)(3)-1(c)(3). <p>3. Reinvestment of Net Proceeds: Select "Yes" or "No" below. Failure to respond will be considered a "No" response.</p> <p>Does the vendor/IRS Tax Exempt Entity propose to reinvest a minimum of 75% of the license office's net proceeds in charitable organizations in Missouri by December 31 each calendar year?</p> <p><input type="checkbox"/> Yes <input type="checkbox"/> No</p> <p>If yes, the vendor shall be required if requested by the state agency or other authorized representatives of the State of Missouri, to allow for the inspection of the contractor's documents and records relating to the 75% reinvestment of net proceeds, and all documents and records concerning their calculation of net proceeds, which shall include their gross receipts, profit, costs, and all other financial information.</p>

EXHIBIT C**Missouri Service-Disabled Veteran Business Enterprise (SDVE) Preference**

☒ This Exhibit **DOES NOT APPLY** or ☐ This Exhibit **DOES APPLY** and is completed.

Pursuant to [Section 34.074, RSMo](#), and [1 CSR 40-1.050](#), the State of Missouri has a goal of awarding three (3) percent of all contracts for the performance of any job or service to qualified service-disabled veteran business enterprises (SDVEs). (See below for definitions included in [Section 34.074, RSMo](#).)

STANDARDS:

The following standards shall be used by the State of Missouri in determining whether an individual, business, or organization qualifies as a SDVE. Confirm that each of the following applies to the vendor by selecting all that apply.:

- ☐ Doing business as a Missouri firm, corporation, or individual or maintaining a Missouri office or place of business, not including an office of a registered agent;
- ☐ Having not less than fifty-one percent (51%) of the business owned by one (1) or more service-disabled veterans (SDVs) or, in the case of any publicly-owned business, not less than fifty-one percent (51%) of the stock of which is owned by one (1) or more SDVs. (An SDV is defined as any individual who is disabled as certified by the appropriate federal agency responsible for the administration of veterans' affairs.);
- ☐ Having the management and daily business operations controlled by one (1) or more SDVs;
- ☐ Having a copy of the SDV's award letter from the Department of Veterans Affairs or a copy of the SDV's discharge paper (DD Form 214, Certificate of Release or Discharge from Active Duty) and a copy of the SDV's documentation certifying disability by the appropriate federal agency responsible for the administration of veterans' affairs; and
- ☐ Possessing the power to make day-to-day as well as major decisions on matters of management, policy, and operation.

If the vendor meets the standards of a qualified SDVE as stated above and unless previously submitted within the past five (5) years to the Office of Administration, Division of Purchasing, the vendor **must** provide the following SDV documents to receive the Missouri SDVE three-point bonus preference:

- ☐ A copy of the SDV's award letter from the Department of Veterans Affairs or a copy of the SDV's discharge paper (DD Form 214, Certificate of Release or Discharge from Active Duty);
- ☐ A copy of the SDV's documentation certifying disability by the appropriate federal agency responsible for the administration of veterans' affairs; and
- ☐ A completed copy of this Exhibit.

(NOTE: The SDV's award letter, the SDV's discharge paper, and the SDV's documentation certifying disability shall be considered confidential pursuant to subsection 14 of [Section 610.021, RSMo](#).)

EXHIBIT C (Continued)

Missouri Service-Disabled Veteran Business Enterprise Preference Continued

By signing below, I certify that I meet the definitions of a service-disabled veteran and a service-disabled veteran business enterprise as defined in [Section 34.074, RSMo.](#) I further certify that I meet the standards of a qualifying SDVE as listed above pursuant to 1 CSR 40-1.050.

Service-Disable Veteran's Name	Service-Disabled Veteran Business Enterprise Name
Service-Disable Veteran's Signature here for signature inform	Missouri Address of Service-Disabled Veteran Business Enterprise
Phone Number	Website Address
Date	Email Address

The SDVE vendor should check the appropriate statement below and, if applicable, provide the requested information.

- ☐ No, I have not previously submitted the SDV documents specified herein to the Office of Administration, Division of Purchasing and therefore have enclosed the SDV's documents.
- ☐ Yes, I previously submitted the SDV documents specified herein within the past five (5) years to the Office of Administration, Division of Purchasing.

Date SDV documents were submitted:	Previous Proposal/Contract Number for which the SDV documents were submitted: (if applicable and known)
<input type="text"/>	<input type="text"/>

(NOTE: If the SDVE and SDV are listed on the Office of Administration, Division of Purchasing SDVE database located at <https://oa.mo.gov/sites/default/files/sdvelisting.pdf>, then the SDV documents have been submitted to the Division of Purchasing within the past five [5] years. However, if it has been determined that an SDVE at any time no longer meets the requirements stated above, the Office of Administration, Division of Purchasing will remove the SDVE and associated SDV from the database.)

FOR STATE USE ONLY

SDV documents Verification Completed By:

<input type="text"/>	Date <input type="text"/>
----------------------	------------------------------

EXHIBIT D**Business Entity Certification, Enrollment Documentation and Affidavit Of Work Authorization****BUSINESS ENTITY CERTIFICATION**

The vendor must certify their current business status by completing either Section A, Section B, or Section C on this Exhibit.

Section A - To be completed by a non-business entity as defined below.

Section B - To be completed by a business entity who has not yet completed and submitted documentation pertaining to the federal work authorization program as described at <https://www.e-verify.gov/>.

Section C - To be completed by a business entity who has current work authorization documentation on file with a Missouri state agency including Division of Purchasing.

Business entity, as defined in [Section 285.525, RSMo](#), pertaining to [Section 285.530, RSMo](#), is any person or group of persons performing or engaging in any activity, enterprise, profession, or occupation for gain, benefit, advantage, or livelihood. The term "business entity" shall include but not be limited to self-employed individuals, partnerships, corporations, contractors, and subcontractors. The term "business entity" shall include any business entity that possesses a business permit, license, or tax certificate issued by the state, any business entity that is exempt by law from obtaining such a business permit, and any business entity that is operating unlawfully without such a business permit. The term "business entity" shall not include a self-employed individual with no employees or entities utilizing the services of direct sellers as defined in subdivision (17) of subsection 12 of [Section 288.034, RSMo](#).

Note: Regarding governmental entities, business entity includes Missouri schools, Missouri universities (other than stated in Section C), out of state agencies, out of state schools, out of state universities, and political subdivisions. A business entity does not include Missouri state agencies and federal government entities.

SECTION A: CURRENTLY NOT A BUSINESS ENTITY

I certify that _____ DOES NOT CURRENTLY MEET the definition
(Company/Individual Name)

of a business entity, as defined in [Section 285.525, RSMo](#) pertaining to [Section 285.530, RSMo](#) as stated above, because:
(check the applicable business status that applies below)

- ☐ I am a self-employed individual with no employees; OR
- ☐ The company that I represent employs the services of direct sellers as defined in subdivision (17) of subsection 12 of [Section 288.034, RSMo](#).

I certify that I am not an alien unlawfully present in the United States and if _____
(Company/Individual Name)

is awarded a contract for the services requested herein under _____ and if the
(Company/Individual Name)

business status changes during the life of the contract to become a business entity as defined in [Section 285.525, RSMo](#) pertaining to [Section 285.530, RSMo](#) then, prior to the performance of any services as a business entity,

_____ agrees to complete Section B, comply with the requirements
(Company/Individual Name)

stated in Section B and provide the Department of Revenue with all documentation required in Section B of this exhibit.

Authorized Representative's Name

Authorized Representative's Signature

[Click here for signature information.](#)

Company Name (if applicable)


Date

EXHIBIT D (Continued)

(Complete the following if you DO NOT have the E-Verify documentation and a current Affidavit of Work Authorization already on file with the State of Missouri. If completing Section B, do not complete Section C.)

SECTION B – CURRENT BUSINESS ENTITY STATUS

I certify that Bella Risk WS, LLC MEETS the definition of a business entity as
(Business Entity Name)
defined in Section 285.525, RSMo pertaining to Section 285.530, RSMo.

Authorized Business Entity Representative's Name Chase R Williams	Authorized Business Entity Bella Risk WS, LLC
Representative's Signature  Click here for signature information.	Business Entity Name Bella Risk WS, LLC
Date 1/24/2023	Email Address chaserwilliams@aol.com

As a business entity, the vendor must perform/provide each of the following. The vendor should check each to verify completion/submission of all of the following:

- ☒ Enroll and participate in the E-Verify federal work authorization program
(Website: <https://www.e-verify.gov/>; Phone: 888-464-4218; Email: e-verify@dhs.gov) with respect to the employees hired after enrollment in the program who are proposed to work in connection with the services required herein; AND
- ☒ Provide documentation affirming said company's enrollment and participation in the E-Verify federal work authorization program. Documentation shall include EITHER the E-Verify Employment Eligibility Verification page listing the vendor's name and company ID OR a page from the E-Verify Memorandum of Understanding (MOU) listing the vendor's name and the MOU signature page completed and signed, at minimum, by the vendor and the Department of Homeland Security – Verification Division. If the signature page of the MOU lists the vendor's name and company ID, then no additional pages of the MOU must be submitted; AND
- ☒ Submit a completed, notarized Affidavit of Work Authorization provided on the next page of this Exhibit.

AFFIDAVIT OF WORK AUTHORIZATION

The vendor who meets the Section 285.525, RSMo. definition of a business entity must complete and return the following Affidavit of Work Authorization.

Please have Exhibit D – Section B Affidavit of Work Authorization properly notarized and submit as an attachment to your submitted proposal. Please name the attachment ("Vendor Name" Notarized Affidavit of Work Authorization) Comes now Chase Williams as Member first being

(Name of Business Entity Authorized Representative)

(Position/Title)

duly sworn on my oath, affirm Bella Risk WS, LLC is enrolled and will continue to

(Business Entity Name)

participate in the E-Verify federal work authorization program with respect to employees hired after enrollment in the program who are proposed to work in connection with the services related to contract(s) with the State of Missouri for the duration of the contract(s), if awarded in accordance with subsection 2 of Section 285.530, RSMo. I also affirm that Bella Risk WS, LLC

(Business Entity Name)

does not and will not knowingly employ a person who is an unauthorized alien in connection with the contracted services provided under the contract(s) for the duration of the contract(s), if awarded.

In Affirmation thereof, the facts stated above are true and correct. (The undersigned understands that false statements made in this filing are subject to the penalties provided under Section 575.040, RSMo.)

[Click here for signature information.](#)

Authorized Representative's Signature

Typed Name

Chase Williams - Bella Risk WS, LLC

Title

Member

Date

1/24/2023

E-Verify Company ID Number

1684797

Email Address

chaserwilliams@aol.com

NOTARY

Subscribed and sworn to before me this 24th of January, 2023 I am commissioned as a

(Day)

(Month, Year)

notary public within the County of Clay, State of Missouri, and my

(Name of County)

(Name of State)

commission expires on 01/18/2025.

(Date)

ALEXANDRIA D MCNEW
NOTARY PUBLIC - NOTARY SEAL
STATE OF MISSOURI
COMMISSIONED FOR CLINTON COUNTY
COMMISSION EXPIRES JAN. 18, 2025
17555335

Signature of Notary

Alexandria D McNew

Date

1/24/23

EXHIBIT D (Continued)

(Complete the following if you have the E-Verify documentation and a current Affidavit of Work Authorization already on file with the State of Missouri. If completing Section C, do not complete Section B.)

SECTION C – AFFIDAVIT ON FILE - CURRENT BUSINESS ENTITY STATUS

I certify that _____ MEETS the definition of a business entity as
(Business Entity Name)

defined in [Section 285.525, RSMo](#) pertaining to [Section 285.530, RSMo](#) and have enrolled and currently participates in the E-Verify federal work authorization program with respect to the employees hired after enrollment in the program who are proposed to work in connection with the services related to contract(s) with the State of Missouri. We have previously provided documentation to a Missouri state agency or public university that affirms enrollment and participation in the E-Verify federal work authorization program. The documentation that was previously provided included the following.

- * The E-Verify Employment Eligibility Verification page OR a page from the E-Verify Memorandum of Understanding (MOU) listing the vendor's name and the MOU signature page completed and signed by the vendor's and the Department of Homeland Security – Verification Division.
- * A current, notarized Affidavit of Work Authorization (must be completed, signed, and notarized within the past twelve months).

Name of Missouri State Agency or Public University* to Which Previous E-Verify Documentation Submitted

(*Public University includes the following five schools under [Chapter 34, RSMo](#): Harris-Stowe State University – St. Louis; Missouri Southern State University – Joplin; Missouri Western State University – St. Joseph; Northwest Missouri State University – Maryville; Southeast Missouri State University – Cape Girardeau.)

Date of Previous E-Verify Documentation Submission

Previous Bid/Contract Number for Which Previous E-Verify Documentation Submitted (if known)

Authorized Business Entity Representative's Name

Authorized Business Entity Representative's Signature

[Click here for signature information.](#)

Business Entity Name

Date

E-Verify MOU Company ID Number

Email Address

For State of Missouri Use Only

Documentation Verification Completed By:

Buyer

Date

EXHIBIT F
Anti-Discrimination Against Israel Act Certification

Statutory Requirement

[Section 34.600, RSMo](#), precludes entering into a contract with a company to acquire products and/or services “unless the contract includes a written certification that the company is not currently engaged in and shall not, for the duration of the contract, engage in a boycott of goods or services from the State of Israel; companies doing business in or with Israel or authorized by, licensed by, or organized under the laws of the State of Israel; or persons or entities doing business in the State of Israel.”

Exceptions

The statute provides two exceptions for this certification: 1) “contracts with a total potential value of less than one hundred thousand dollars” or 2) “contractors with fewer than ten employees.” Therefore the following certification is required prior to any contract award.

[Section 34.600, RSMo](#), defines the following terms:

Company - any for-profit or not-for-profit organization, association, corporation, partnership, joint venture, limited partnership, limited liability partnership, limited liability company, or other entity or business association, including all wholly-owned subsidiaries, majority-owned subsidiaries, parent companies, or affiliates of those entities or business associations.

Boycott Israel and Boycott of the State of Israel - engaging in refusals to deal, terminating business activities, or other actions to discriminate against, inflict economic harm, or otherwise limit commercial relations specifically with the State of Israel; companies doing business in or with Israel or authorized by, licensed by, or organized under the laws of the State of Israel; or persons or entities doing business in the State of Israel, that are all intended to support a boycott of the State of Israel. A

company’s statement that it is participating in boycotts of the State of Israel; companies doing business in or with Israel or authorized by, licensed by, or organized under the laws of the State of Israel; or persons or entities doing business in the State of Israel, or that it has taken the boycott action at the request, in compliance with, or in furtherance of calls for a boycott of the State of Israel; companies doing business in or with Israel or authorized by, licensed by, or organized under the laws of the State of Israel; or persons or entities doing business in the State of Israel shall be considered to be conclusive evidence that a company is participating in a boycott of the State of Israel; companies doing business in or with Israel or authorized by, licensed by, or organized under the laws of the State of Israel; or persons or entities doing business in the State of Israel; provided, however that a company that has made no such statement may still be considered to be participating in a boycott of the State of Israel; companies doing business in or with Israel or authorized by, licensed by, or organized under the laws of the State of Israel; or persons or entities doing business in the State of Israel if other factors warrant such a conclusion.

Certification

The vendor must therefore certify their current status by completing either Section A, Section B, or Section C on the next page of this Exhibit.

SECTION A: To be completed by any vendor that does not meet the definition of “company” above, hereinafter referred to as “Non-Company.”

SECTION B: To be completed by a vendor that meets the definition of “Company” but has less than ten employees.

SECTION C: To be completed by a vendor that meets the definition of “Company” and has ten or more employees.

EXHIBIT F Continued

Complete the Section that applies below.

SECTION A – NON-COMPANY ENTITYI certify that _____ currently **DOES NOT MEET**
(Entity Name)

the definition of a company as defined in **Section 34.600, RSMo**, but that if awarded a contract and the entity's business status changes during the life of the contract to become a "company" as defined in **Section 34.600, RSMo**, and the entity has ten or more employees, then, prior to the delivery of any services and/or supplies as a company, the entity agrees to comply with, complete, and return Section C to the Department of Revenue at that time.

Authorized Representative's Name

Authorized Representative's Signature

Entity Name

Date

SECTION B – COMPANY ENTITY WITH LESS THAN TEN EMPLOYEESI certify that **BELLA RISK WS LLC** **MEETS** the definition of a
(Entity Name)

company as defined in **Section 34.600, RSMo**, and currently has less than ten employees but that if awarded a contract and if the company increases the number of employees to ten or more during the life of the contract, then said company shall comply with, complete, and return Section C to the Department of Revenue at that time.

Authorized Representative's Name
CHASE WILLIAMS

Authorized Representative's Signature

Company Name

BELLA RISK WS LLC

Date

01/24/2023**SECTION C – COMPANY ENTITY WITH TEN OR MORE EMPLOYEES**I certify that _____ **MEETS** the definition of
(Company Name)

a company as defined in **Section 34.600, RSMo**, has ten or more employees, and is not currently engaged in a boycott of goods or services from the State of Israel; companies doing business in or with Israel or authorized by, licensed by, or organized under the laws of the State of Israel; or persons or entities doing business in the State of Israel as defined in **Section 34.600, RSMo**. I further certify that if the company is awarded a contract for the services and/or supplies requested herein said company shall not engage in a boycott of goods or services from the State of Israel; companies doing business in or with Israel or authorized by, licensed by, or organized under the laws of the State of Israel; or persons or entities doing business in the State of Israel as defined in **Section 34.600, RSMo**, for the duration of the contract.

Authorized Representative's Name

Authorized Representative's Signature

Company Name

Date

Double-check your work! Ensure all required forms and fields have been completed.

	<i>Bella Risk</i>	<i>LO Management</i>
A-1 Hourly Wage	24.26	24.26
A-2 Training	25	25
A-3 Training	25	25
Section A Score	74.26	74.26
B-1 Restroom	10	10
B-2 Wait Times	12	12
B-3 Pre-screener	6	6
B-4 Assistance	2	2
B-5 LOM in Office	20	20
B-6B1 Inventory Control	2	0
B-6B2 Shipping	2	2
B-6B3 LOM Inventory Exp	2	4
B-6C LOM Customer Serv Exp	2	4
B-6D1 LOM Transact Process	1	2
B-6D2A LOM DL Transactions	2	1.5
B-6D2B LOM MV Transactions	2	2
B-6D2BSup LOM MV other than Renew	2	2
B-6D3 LOM Exp Continued	2	2
Section B Score	67	69.5
C-1 Private Area	5	5
C-1 State Agency Phone	2	2
C-1 Security System	7	7
C-2 Panic Button (Max Pts Allowed =5)	2.5	0
C-2 Panic Button (Max Pts Allowed =5)	5	5
Section C Score	19	19
Vendor Status MSVD	NA	3
TOTAL SCORE	160.26	165.76

AFFIDAVIT OF WORK AUTHORIZATION

The vendor who meets the Section 285.525, RSMo. definition of a business entity must complete and return the following Affidavit of Work Authorization.

Please have Exhibit D – Section B Affidavit of Work Authorization properly notarized and submit as an attachment to your submitted proposal. Please name the attachment ("Vendor Name" Notarized Affidavit of Work Authorization)

Comes now James Koester as Owner first being
(Name of Business Entity Authorized Representative) (Position/Title)

duly sworn on my oath, affirm LO Management LLC is enrolled and will continue to
(Business Entity Name)

participate in the E-Verify federal work authorization program with respect to employees hired after enrollment in the program who are proposed to work in connection with the services related to contract(s) with the State of Missouri for the duration of the contract(s), if awarded in accordance with subsection 2 of Section 285.530, RSMo. I also affirm that LO Management LLC
(Business Entity Name) does not and will not knowingly employ a person who is an

unauthorized alien in connection with the contracted services provided under the contract(s) for the duration of the contract(s), if awarded.

In Affirmation thereof, the facts stated above are true and correct. (The undersigned understands that false statements made in this filing are subject to the penalties provided under Section 575.040, RSMo.)

Authorized Representative's Signature <i>James Koester</i>	Typed Name <u>James Koester</u>
Title <u>owner</u>	Date <u>1-23-23</u>
E-Verify Company ID Number <u>1464237</u>	Email Address <u>lomanagement.jim@gmail.com</u>

NOTARY

Subscribed and sworn to before me this 23rd of January 2023 I am commissioned as a
(Day) (Month, Year)
 notary public within the County of Pike, State of Missouri, and my
(Name of County) (Name of State)
 commission expires on 10-3-25.
(Date)



Signature of Notary <i>Carrie L. Sparks</i>	Date <u>1-23-23</u>
--	------------------------

An embedded page at dor.mo.gov says

The signature may be applied using the following options:

1. Type your name in the Signature field.

OR

2. Utilize the Adobe sign tool (see toolbar) to apply a digital signature.

OK

RFPSDOR230041

Page 2

CONTENTS:

The following documents are incorporated into the RFP by reference. It is recommended that each vendor request a copy of the state agency's policies and procedures as outlined elsewhere herein. If awarded the contract, the most current policies and procedures must be followed throughout the length of the contract and may be found on the Department of Revenue's Intranet, which is accessible to license offices.

Part 1.....	Introduction and General Information
Part 2.....	Scope of Work
Part 3.....	Contractual Requirements
Part 4.....	Proposal Submission Information
Terms and Conditions	Request for Proposal

EXHIBITS A – F:

The Exhibits are fillable forms designed to be completed and submitted electronically. It shall be the sole responsibility of the vendor to complete the Exhibits.

Personnel, Method of Performance, Experience, and Training	Exhibit A
Vendor Status	Exhibit B
Missouri Service-Disabled Veteran Business Enterprise (SDVE) Preference	Exhibit C
Business Entity Certification, Enrollment Documentation, and Affidavit of Work Authorization	Exhibit D
Motor Vehicle Registration and Tax Clearance Authorization and Release (requires signature)	Exhibit E
Anti-Discrimination Against Israel Act Certification	Exhibit F

ATTACHMENTS 1 – 8:

The vendor is advised that Attachments exist to this document which provide additional information and instruction. It shall be the sole responsibility of the vendor to review the Attachments. The vendor shall not be relieved of any responsibility for performance under the contract due to the failure of the vendor to review the Attachments.

Additional Contractual Requirements for License Office	Attachment 1
License Office Processing Fees	Attachment 2

Exhibit G