

April 27, 2023

Re: RFPSDOR230050 Branson West License Office

To: State of Missouri
Department of Revenue
Request for Proposal

To Whom It May Concern,

I am formally requesting a protest for the above-mentioned RFP for the Branson West License Office based on the following items proposed in the bid:

- B-1 License Office Services shows they have an ADA compliant bathroom for customers inside the license office. The actual office does not have this but on my bid, I chose the option for an ADA compliant bathroom for customers in the facility, which is the actual case and floor plan of this office.
- B6b- Shows License Office Services have had past charges for missing inventory and my bid shows no missing inventory. I feel the difference between these two items may change the outcome of the award.
- My last concern is Abbi Culver, she has been talking to me about being the contract manager for me for several years when the bid came up for award. I did offer the job and she accepted (I have text messages from her stating that) then after Jason Dent and Steve spoke to her, she was upset and stressed and told me that they pressured her and pressured her and she didn't want to be involved. I feel that the pressure and possibility of her losing her job at bid time may have swayed her to sign the contract manager page in the License Office Services bid. I don't feel the way these bids are written puts the contract managers in a good position when they are being approached by so many people about keeping the job they have been doing. The loyalty and potential for better working experiences contradict each other and can damage the employee. I feel if this was a point factor in this particular bid it should be revisited.
- Also, on page 60 of the RFP, License Office Services had not completed the entire page, and this should be possibly considered incomplete and taken into consideration.

Thank you for reconsidering the award due to point items above and look forward to having a better understanding of the basis of this award.

Sincerely,

Angelia Walker

Angelia Walker
Dandelion Fields LLC