

<p>REQUEST FOR INFORMATION RFI # 20-101</p>

DATE ISSUED: MARCH 11, 2020

The state of Ohio, through the Ohio Department of Public Safety, Administration Division, Office of Procurement Services, is requesting information for:

**THE OHIO DEPARTMENT OF PUBLIC SAFETY
PAPERLESS TITLE PROCESSING**

YOU ARE INVITED TO SUBMIT INFORMATION FOR THE SERVICES DESCRIBED IN THIS DOCUMENT. THE INFORMATION MUST ARRIVE BY 3:00 P.M. EDT, MARCH 31, 2020 TO:

RONALD WEHNER
CHIEF, PROCUREMENT SERVICES
OHIO DEPARTMENT OF PUBLIC SAFETY
1970 W. BROAD ST., 5TH FLOOR
P.O. BOX 182081
COLUMBUS, OH 43218-2081

1 General Overview

1.1 Background:

The Ohio Department of Public Safety (ODPS) is responsible for maintaining the Automated Title Processing System (ATPS) and its subordinate systems. ATPS is used by the 88 Clerks of the Court of Common Pleas to issue certificates of title for motor vehicles, watercraft and outboard motors. Additionally, some of the subordinate systems are used, either directly or through a technical service provider, as a conduit into ATPS. Maintenance of ATPS includes adjustments to meet legislation requirements and customer needs.

Since 2003, the issuance of certificates of title has included title output in two formats: paper and electronic. Our customers suggested the need for an additional electronic/digital title format, to be considered as a choice of titles to be issued. In addition to a new format, DPS is considering a change to the overall title process to allow for transactions to be "paperless".

1.2 Purpose

In order to better meet the needs of the title process users, ODPS is soliciting a Request for Information (RFI) to fully identify potential opportunities for the title business community mainly with regard to the electronic processes currently in use to request titles. These current systems, which feed into the ATPS system, are known as ELT (Electronic Liens and Titles), ETA (Electronic Title Application), ETS (Electronic Title Service) and OTG (Ohio Title Gateway). The goal of this project is to:

- Establish a process for a paperless transfer of ownership which must include a way for Clerks of Courts to validate the authenticity of that transfer
- Identify current areas that facilitate or enable fraud (odometer, title and identity) and solutions to prevent it by using streamlined processes that reduce paperwork

Responses to this RFI will enable ODPS to evaluate the feasibility of contracting for the services that would enable users of ATPS and the electronic processes that feed into ATPS to move to a fully paperless system if the user so desired. This RFI does not represent a procurement of services. Responders to this RFI will not be compensated in any way for their expenses in preparing a response.

The purpose of this RFI is to provide potential respondents sufficient information regarding ODPS requirements. The information provided by respondents may be used to develop specifications for an Invitation to Bid (ITB) in order to meet the minimum requirements of ODPS. ODPS may enter into a contract with one (1) Contractor for the service at the discretion of ODPS and by mutual agreement. Responding to this RFI would not exclude the respondent from also responding to any potential ITB resulting from ODPS' findings.

It is agreed and understood that responses to this RFI are considered to be working documents while they are under review and are not subject to Ohio's Public Records laws.

Only communication initiated and requested by ODPS is permissible. Any form of communication between any Respondent (or any of its representatives or agents) with ODPS staff during this evaluation process must be through ODPS/Procurement Services, Vi Tran at 614-466-7517 or via email at vltran@dps.ohio.gov. ODPS may request demonstrations of products and additional details from the respondent.

1.3 Scope of Work

1.3.1 Potential Solutions

- 1.3.1.1** Describe a solution where a title application can be submitted by a purchaser to the Clerk of Court's staff without requiring the seller to provide a paper title as evidence.
- 1.3.1.2** Describe how the Clerk of Court's staff can be assured that the title transfer was initiated by the seller.
- 1.3.1.3** Describe how the identity of the buyer and seller are verified in a paperless solution.
- 1.3.1.4** Describe how a paperless title application process is more secure than the paper-based system.
- 1.3.1.5** Describe how the proposed solution will integrate with the existing electronic ATPS subordinate systems.
- 1.3.1.6** Describe how the proposed solution enables conversion of paper titles to digital or electronic and vice versa.
- 1.3.1.7** Describe how the utilization rates of these solutions can be maximized through user education, communication, incentives or other strategies.

1.3.2 Modifications to Systems, Stakeholders, Process, Procedures, Rules and Regulations

- 1.3.2.1** Describe what systems and/or stakeholder processes need to be modified to utilize a paperless title solution.
- 1.3.2.2** Describe the laws, rules and/or regulations that need to be modified to enable ownership transfers or proof of vehicle ownership in a paperless system.
- 1.3.2.3** Describe any standards that apply to paperless solutions that must be followed to maintain the integrity of title records.

1.3.3 Barriers in Current Systems

- 1.3.3.1 Describe the barriers that prevent Clerks of Courts from entering into ETA agreements with dealers.
- 1.3.3.2 Describe the barriers that prevent auto dealers from entering into ETA agreements with Clerks.
- 1.3.3.3 Describe the barriers that prevent or discourage financial organizations from participating in the ELT process.
- 1.3.3.4 Describe the barriers that prevent citizens from requesting E-Titles.

1.3.4 Potential Benefits

- 1.3.4.1 Describe how the stakeholders in the ELT process will benefit from a paperless solution.
- 1.3.4.2 Describe how odometer fraud will be reduced by a paperless solution.
- 1.3.4.3 Describe specifically how title fraud will be reduced by a paperless solution.
- 1.3.4.4 Describe how Clerks of Courts' staff application review process will be improved by a paperless solution.
- 1.3.4.5 Describe how the auto dealer experience will be improved by a paperless solution.
- 1.3.4.6 Describe how the citizen experience will be improved by a paperless solution.

1.4 DPS Requested Information:

- 1.4.1.1 Elements from Section 1.3

2 Estimated Schedule:

<u>RFI Release</u>	<u>March 11, 2020</u>
<u>Inquiry Period Begins</u>	<u>March 11, 2020</u>
<u>Inquiry Period Ends</u>	<u>March 24, 2020</u>
<u>RFI opening</u>	<u>March 31, 2020 at 3:00 p.m. EDT</u>

3 Submission of RFI and Additional Respondent Responsibilities

3.1 Inquiries:

Respondents may make inquiries regarding this RFI any time during the inquiry period listed in Section 2, Estimated Schedule. To make an inquiry, Respondents must use the following process:

- 3.1.1.1 Access the State Procurement Web site at <https://procure.ohio.gov/proc/index.asp>
- 3.1.2 From the General Criteria section, select "Document/Bid Number:";
- 3.1.3 Enter "ODPS" and the RFI Number found on Page 1 of the document;
- 3.1.4 Click "Search";

- 3.1.5 On the "Procurement Opportunity Search Results", click on the Document/Bid number
 - 3.1.6 On the document information page, click "Submit Inquiry";
 - 3.1.7 On the document inquiry page, complete the required "Personal Information" section by providing:
 - 3.1.7.1 First and last name of the prospective Respondent's representative who is responsible for the inquiry;
 - 3.1.7.2 Name of the prospective Respondent;
 - 3.1.7.3 Representative's business phone number; and
 - 3.1.7.4 Representative's e-mail address.
 - 3.1.8 Type the inquiry in the space provided including:
 - 3.1.9 A reference to the relevant part of this RFI;
 - 3.1.10 The heading for the provision under question; and
 - 3.1.11 The page number of the RFI where the provision can be found.
 - 3.1.12 Click "Submit".
 - 3.1.13 Respondents submitting inquiries will receive an immediate acknowledgement that their inquiry has been received as well as an e-mail acknowledging receipt. Respondents will not receive a personalized e-mail response to their question, nor will they receive notification when the question has been answered.
 - 3.1.14 Respondents may view inquiries and responses using the following process:
 - 3.1.14.1.1 Access the State Procurement Web site at <https://procure.ohio.gov/proc/index.asp>
 - 3.1.14.1.2 From the General Criteria section, select "Document/Bid Number:";
 - 3.1.14.1.3 Enter "ODPS" and the RFI Number found on Page 1 of the document;
 - 3.1.14.1.4 Click "Search";
 - 3.1.14.1.5 On the "Procurement Opportunity Search Results", click on the Document/Bid number;
 - 3.1.14.2 On the document information page, click the "View Q & A" button to display all inquiries with responses submitted to date.
 - 3.1.15 The State will try to respond to all inquiries within forty-eight (48) hours of receipt, excluding weekends and State holidays. The State will not respond to any inquiries received after 8:00 a.m. on the inquiry end date.
- 3.2 Clarifications:**
- 3.2.1 The ODPS may request clarifications to ensure the RFI responses are understood by the ODPS.
 - 3.2.2 Clarifications shall be requested using e-mail to an address specified in the RFI response, and clarifications shall be sent to the ODPS as a "reply" to the request for clarification within 24 hours (not including weekends or holidays).

3.3 **Intentions:**

RFI responses must be received no later than 3:00 P.M., March 31, 2020. RFI responses should be:

Mailed to:	Delivered to:
RONALD WEHNER Chief, Procurement Services Ohio Department of Public Safety 1970 W. Broad St., 5 th floor P.O. Box 182081 Columbus, Ohio 43218-2081	RONALD WEHNER Chief, Procurement Services Ohio Department of Public Safety 1970 W. Broad St., 5 th floor Columbus, Ohio 43223 (614) 752-7876

DELIVERY INSTRUCTIONS

RFI's, whether delivered through U.S.P.S., UPS, FedEx, or by hand to the ODPS must be complete.

If delivering RFI in person to the ODPS, come to the loading docks on the South side of the building. There is a door to the immediate right of the right most loading bay. Next to the door is a bell to ring for service. Deliver the RFI to the ODPS mail room. Make sure the time and date of delivery is noted on the RFI and logged by the person receiving the envelope. If any problems are encountered, in the delivery, and to verify receipt of the RFI call Vi Tran at (614) 466-7517. Attempts to deliver to the OSHP Officer at the front desk of the Ohio Bureau of Motor Vehicles Customer Service Center will be refused. The RFI's will be received between the hours of 8:00 A.M. and 4:00 P.M. (no later than 3:00 P.M. on March 31, 2020) Monday through Friday.

3.4 **Content of RFI Response:**

3.4.1 Exceptions to Scope of Work, Section 1.3 (Attachment 1):

Respondents may list and describe any exceptions to the Scope of Work, Section 1.3 of this RFI in the event that the ODPS would issue an ITB for the services identified in Section 1.3 of this RFI. Submission of Attachment 1 is optional.

3.4.4 Descriptive Literature:

The Respondent may submit, with their RFI response, descriptive literature and/or references to websites highlighting the Contractor's services as outlined in Section 1.3. Submission of descriptive literature is desired by the ODPS, but is optional.

Respondent Solution. The table below lists this RFI's Respondent Solutions. The free form field labeled 'Respondent Narrative' can be utilized for the respondent to provide information or explain how their service meets ODPS's requested solution.

Respondents may also use the free form field to convey any additional considerations, showcase Respondent capability to deliver or identify any Respondent solution for ODPS.

ODPS suggests that Respondents should not assume a uniform level of expertise in all facets of their proposal and are encouraged to illustrate the rationale, merits, completeness, capabilities and limitations of all service components including: technical, software elements, process elements, services, integrations and other operating considerations as part of their responses to this RFI.

ODPS further suggests that Respondents provide screen captures, diagrams, graphics or other information of relevant elements of their service to illustrate to ODPS the degree of compliance with ODPS's RFI wherever possible.

Brief statements and assumptions of expertise of ODPS to the RFI are strongly discouraged.

section	Respondent Solutions	Respondent's Narrative
1.3.1 Potential Solutions		
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1.3.1.2	Describe how the Clerk of Court’s staff can be assured that the title transfer was initiated by the seller.	
1.3.1.3	Describe how the identity of the buyer and seller are verified in a paperless solution	
1.3.1.4	Describe how a paperless title application process is more secure than the paper-based system.	
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1.3.1.7	Describe how the utilization rates of these solutions can be maximized through user education, communication, incentives or other strategies.	
1.3.2 Modifications to Systems, Stakeholders, Process, Procedures, Rules and Regulations		
1.3.2.1	Describe what systems and/or stakeholder processes need to be modified to utilize a paperless title solution.	
1.3.2.2	Describe the laws, rules and/or regulations that need to be modified to enable ownership transfers or proof of vehicle ownership in a paperless system.	
1.3.2.3	1.3.2.3 Describe any standards that apply to paperless solutions that must be followed to maintain the integrity of title records	
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1.3.4.6	Describe how the citizen experience will be improved by a paperless solution.	

ATTACHMENT 1
EXCEPTIONS TO SCOPE OF WORK (SECTION 1.2)
Note: Submission of this Form is Optional.

COMPANY NAME: _____ RESPONDENT'S NAME: _____

Please list any exceptions your Company would have to the Assumptions Scope of Work (Section 1.3) of this RFI in the event the ODPS would issue an ITB for contracting for these services in the future. In addition, describe the reason(s) for the exception(s) and alternatives your company would offer in lieu of each exception.