**STATE OF MAINE**

**Department of the Secretary of State**

**Bureau of Motor Vehicles**



**REQUEST FOR INFORMATION**

**RFI# 202111170**

 **Automated Disability Placard Production**

|  |  |
| --- | --- |
| **RFI Coordinator** | *All communication regarding this RFI must be made through the RFI Coordinator identified below*.**Name:** Nikki Bachelder **Title:** Director of Vehicle Services**Contact Information:** Nikki.Bachelder@maine.gov  |
| **Submitted Questions Due** | *All questions must be submitted to the RFI Coordinator identified above by:***Date:** 11/30/2021 no later than 5:00 p.m., local time |
| **Response Submission** | **Submission Deadline:** 12/17/2021 no later than 5:00 p.m., local time**Submit to:** Nikki.Bachelder@maine.gov  |

TABLE OF CONTENTS

**PUBLIC NOTICE 3**

**RFI DEFINITIONS/ACRONYMS 4**

**PART I INTRODUCTION 5**

1. PURPOSE AND BACKGROUND
2. CURENT CONDITIONS
3. CHALLENGE STATEMENT
4. GENERAL PROVISIONS

**PART II INFORMATION SOUGHT 7**

1. GENERAL INFORMATION
2. FEEDBACK REQUESTED

**PART III KEY RFI EVENTS AND PROCESSES 8**

1. INFORMATIONAL MEETING
2. QUESTIONS
3. SUBMITTING THE RESPONSE

**PART IV REVIEW OF RESPONSES RECEIVED 9**

**RFI APPENDICES AND RELATED DOCUMENTS 10**

RESPONSE COVER PAGE

 SUBMITTED QUESTIONS FORM

# **PUBLIC NOTICE**

**\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\***

**State of Maine**

**Department of the Secretary of State, Bureau of Motor Vehicles**

**RFI# 202111170**

**Automated Disability Placard Production**

The State of Maine, Department of the Secretary of State, Bureau of Motor Vehicles is seeking information regarding an Automated Mail Merge, Printing, and Mailing of Disability Placards.

A copy of the RFI, as well as the Question & Answer Summary and all other related documents to this RFI, can be obtained at the following website: http://www.maine.gov/dafs/bbm/procurementservices/vendors/rfis

Responses must be submitted to: Nikki.Bachelder@maine.gov and be submitted by 5:00 pm, local time, on December 17, 2021.

**\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\*\***

**RFI DEFINITIONS/ACRONYMS**

The following terms and acronyms shall have the meaning indicated below as referenced in this Request for Information:

|  |  |
| --- | --- |
| **Term/Acronym** | **Definition** |
| **RFI** | Request for Information |
| **RFP** | Request for Proposal |
| **State** | State of Maine |
| **Department** | Department of the Secretary of State |
| **FOAA** | Maine Freedom of Access Act |
| **Respondent** | Any individual or organization submitting a response to this RFI. |
| **Bureau/BMV** | Bureau of Motor Vehicles |
| **Placards** | Disability (Parking) Placards |
| **SFTP** | Secure File Transfer Protocol  |
| **DPPA** | Driver’s Privacy Protection Act |

**State of Maine - Department of the Secretary of State, Bureau of Motor Vehicles**

**RFI# 202111170**

**Automated Disability Placard Production**

# **PART I INTRODUCTION**

## A. Purpose and Background

This Request for Information (RFI) is an information gathering and market research tool, not a formal solicitation of a specific requirement (such as in a “Request for Proposals” document). The Bureau of Motor Vehicles is seeking information regarding an automated mail merge, printing, and mailing of disability placards from interested parties as defined in this RFI document. This is an opportunity for interested parties to help the Department better understand a marketplace and/or specific subject matter.

The State of Maine issues Disability Placards to qualified customers with disabilities to park in reserved “handicapped” parking spaces. Disability parking is provided to individuals requiring additional space to enter or exit their vehicles close to the main entrance of a facility. The disability parking privilege allows a qualifying individual to park in any space marked with the International Symbol of Access.

## B. Current Conditions

The Bureau produces disability placards for qualifying customers. The current process is 100% manual. Staff collects the information from the customer, hole punches the month and year of expiration, and either mails the placard to the customer or hands it to a walk-in customer.

**C. Challenge Statement**

The RFI is intended to explore an overarching question: How does the Bureau move from a manual process, heavily based on paper and human intervention to an automated process that would not be interrupted by staff outages?

The Bureau is seeking a printing company to implement a solution that is currently a 100% manual process to one that is automated based on information provided by the Bureau. The Bureau currently issues approximately 450 placards per week. Placards are renewed every six years. Placards would be mailed out weekly with an accompanying notice, including the customer’s address. It is the goal of the Bureau for a vendor to create a mail merge, print the placards and accompanying notice, and mail them on BMV’s behalf.

Placards must be Blue and White and printed on a synthetic, non-fading material and include a 3-inch by 2-inch blue wheelchair symbol at the bottom. The printed placards would include the placard number and an expiration date that would be generated by the BMV data system and included in the weekly data set. Sample placards will be provided as requested.

Vendors will host a Secure File Transfer Protocol (SFTP) server to which the BMV will transfer data weekly.

Data provided by the BMV are protected by the Driver’s Privacy Protection Act (DPPA) and may not be shared or sold without the consent of the BMV.

Vendors will be expected to securely delete all data after 30 days.

##  D. General Provisions

1. All contact with the State regarding this RFI must be made through the aforementioned RFI Coordinator. No other person/ State employee is empowered to make binding statements regarding this RFI.
2. This is a non-binding Request for Information. Therefore, no award shall be made as a result of the RFI process.
3. Issuance of this RFI does not commit the Department to pay any expenses incurred by a Respondent in the preparation of their response to this RFI. This includes attendance at personal interviews or other meetings and software or system demonstrations, where applicable.
4. Issuance of this RFI in no way constitutes a commitment by the State of Maine to issue a Request for Proposal (RFP).
5. All responses should adhere to the instructions and format requests outlined in this RFI and all written supplements and amendments, such as the Summary of Questions and Answers, issued by the Department.
6. All submissions in response to this RFI will be considered public records available for public inspection pursuant to the State of Maine Freedom of Access Act (FOAA) (1 M.R.S. §§ 401 et seq.): [State of Maine Freedom of Access Act](http://www.mainelegislature.org/legis/statutes/1/title1sec401.html)
7. All applicable laws, whether or not herein contained, shall be included by this reference. It shall be Proposer’s/Vendor’s responsibility to determine the applicability and requirements of any such laws and to abide by them.

# **PART II INFORMATION SOUGHT**

The Department seeks information regarding an **Automated Disability Placard Production**

and welcomes responses to this RFI, including creative suggestions and feedback to enhance and expedite all future processes while providing efficient, reliable, and high-quality outcomes. Respondents are not required to submit responses pertaining to every question, but the Department encourages interested parties to respond to any or all relevant aspects of the RFI.

The Department seeks detailed yet succinct responses that demonstrate the Respondent’s experience and/or familiarity with the subject matter. **As this is not a competitive RFP process,** **Respondents must not provide any specific cost or customized pricing documentation in their response.**

1. **General Information**

 Provide a brief overview of yourself and your organization, if applicable.

* 1. Please identify yourself and any organization you represent in this RFI.
		1. Name of respondent
		2. Organization and affiliation
		3. Address (organizational, if responding on behalf of an entity)
		4. Contact information (phone number(s) and email address)
	2. Please identify your experiences in providing automated mail merges and print jobs that require specialized, durable, non-fading materials that would be exposed to sun and severe temps.
1. **Feedback Requested**

Define types of merge and print technology that would solve the BMV’s issue.

Specify security measures that would be taken to ensure the DPPA is adhered to and that data are secure.

Vendors should inform the Bureau how they would produce placards in the event of a natural disaster or Federal/State emergency.

# **PART III KEY RFI EVENTS AND PROCESSES**

## Questions

**1. General Instructions**

1. It is the responsibility of each interested party to examine the entire RFI and to seek clarification, in writing, if they do not understand any information or instructions.
2. Interested parties should use **Appendix B** – Submitted Questions Form – for submission of questions.
3. The Submitted Questions Form must be submitted by e-mail and received by the RFI Coordinator, identified on the cover page of this RFI, as soon as possible but no later than the date and time specified on the RFI cover page.
4. Submitted Questions must include the RFI Number and Title in the subject line of the e-mail. The Department assumes no liability for assuring accurate/complete/on time e-mail transmission and receipt.

**2. Question & Answer Summary**

Responses to all questions will be compiled in writing and posted on the following website: http://www.maine.gov/dafs/bbm/procurementservices/vendors/rfis. It is the responsibility of all interested parties to go to this website to obtain a copy of the Question & Answer Summary. Only those answers issued in writing on this website will be considered binding.

## Submitting the Response

1. **Responses Due**

Responses must be received no later than the date and time listed in the timeline above.

1. **Delivery Instructions**

Responses must be submitted to the RFI Coordinator, via e-mail, listed on the cover page of this RFI document.

1. **Response Format**

Responses to this RFI may be developed in a manner that suits the respondent. A list of key questions is included within the RFI and all submissions, regardless of format will be reviewed. Respondents are asked to be brief and to respond to as many questions as possible within the RFI. Number each response to correspond to the relevant question or instruction of the RFI to allow comparison and clarity.

# **PART IV REVIEW OF RESPONSES RECEIVED**

# **General Information**

1. The Department will review responses received for the purpose of gathering information and market research only. The Department will not score or rate responses received.
2. The Department reserves the right to communicate and/or schedule interviews/presentations with Respondents, if needed, to obtain clarification of information contained in the responses received and/or additional information to enhance marketing research efforts.

**APPENDIX A**

**STATE OF MAINE**

**Department of the Secretary of State**

**Bureau of Motor Vehicles**

## RESPONSE COVER PAGE

**RFI# 202111170**

**Automated Disability Placard Production**

|  |  |
| --- | --- |
| **Lead Point of Contact - Name/Title:** |  |
| **Organization Name (if applicable):** |  |
| **Tel:** |  | **Fax:** |  |
| **E-Mail:** |  | **Website:** |  |
| **Street Address:** |  |
| **City/State/Zip:** |  |

**APPENDIX B**

**State of Maine**

**Department of the Secretary of State, Bureau of Motor Vehicles**

**SUBMITTED QUESTIONS FORM**

**RFI# 202111170**

**Automated Disability Placard Production**

|  |  |
| --- | --- |
| **Organization/Responder’s Name:** |  |

|  |  |
| --- | --- |
| **RFI Section & Page Number** | **Question** |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |

*\* If a question is not related to any section of the RFI, state “N/A” under “RFI Section & Page Number”.*

*\*\* Add additional rows, if necessary.*