**RFP 21-873**

**Attachment F1**

**MANDATORY REQUIREMENTS**

**Instructions:** Mark Yes or No to each mandatory requirement listed below to indicate your agreement and ability to meet the mandatory requirements.

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| **Mandatory Requirement** | **Agree**  **(Yes or No)** |
| 1. Respondent must provide pricing for the production and distribution of license plates and registration documents. | Yes |
| 1. Respondent must agree to provide all equipment and materials needed for production and distribution of license plates and registration documents and be responsible for all necessary replacements and upgrades during the life of the contract. | Yes |
| 1. Respondent must agree to ensure and demonstrate that the production of all license plates and registration documents meet or exceed current BMV Digital License Plate Production Specifications, as stated in **Attachment I.** | Yes |
| 1. Respondent must agree to provide an Account Manager that is dedicated to the BMV for production and distribution of license plates and registration documents. | Yes |
| 1. Respondent will be required to participate in quarterly business reviews. | Yes |
| 1. Respondent must produce and distribute expiration year stickers that meet or exceed current BMV specifications. Expiration year stickers must be affixed on the registration document that is mailed to the customer and be able to be peeled off and affixed to a license plate. The expiration year sticker must include the expiration year, license plate number, and a security feature. | Yes |
| 1. Respondent must produce and distribute indicator stickers for county of registration, registration plate weight, and month/day of expiration. All indicator stickers must be mailed with the corresponding registration document and able to be peeled off its backing and affixed to a license plate. | Yes |
| 1. Respondent must agree to work in conjunction with the BMV to create license plate designs that are compliant with all AAMVA, State, BMV, and Indiana Law Enforcement standards and expectations. | Yes |
| 1. Respondent must be able provide proofs of license plates and registration documents within 14 calendar days of receiving a change request from the BMV and place the changes into production within 14 calendar days of BMV approval. License plates and registration documents are required to be approved by BMV prior to production. | Yes |
| 1. Respondent must be able to produce all license plates and registration documents “on-demand” by meeting the turn-around-time requirements. Turn-around-time is defined as the amount of time that elapses between the Contractor receiving the order from the State and the completed package entering the mail stream. Day one of the turn-around time schedule begins on the day the business day that the order is received. For this Project, the required turn-around time is ten (10) calendar days. Contractor is required to have one hundred percent (100%) of the completed packages into the mail stream within the required turn-around time. Liquidated damages will be calculated at the time of contracting for delayed and inaccurate package mailings. | Yes |
| 1. Respondent must have the ability to receive orders from the BMV through a real-time web-service which will contain the information that is to be printed on the license plates and registration documents. | Yes |
| 1. Respondent must have ability to mail a license plate with the corresponding registration document and house-hold them when possible to achieve maximum postage savings. House-holding is defined as the act of combining multiple license plates and registration documents in a single mailing. | Yes |
| 1. Respondent must provide a web portal that provides real-time status updates for all license plate and registration document transactions. Web portal must track items from order of receipt to order of completion/shipment, including the ability to report on returned mail at the individual mail piece level. The vendor must give read only access, at minimum, to the BMV so that the BMV has the ability to provide customer status updates via the BMV processing system. The web portal must also have the ability to generate daily production reports and management summary reports on performance, including but not limited to volumes, quality, and turn-around time. | Yes |
| 1. Respondent must have a plan for maintaining physical security of all facilities and processes for handling the personal information printed on license plates and registration documents, including disposal of damaged or returned products. | Yes |
| 1. Respondent must be able to secure personal information. | Yes |
| 1. Respondent will need to train all relevant BMV and subcontractor personnel on processes and any equipment or software. | Yes |
| 1. Respondent is responsible for all shipping and packaging costs related to the distribution of license plates and registration documents, including but not limited to envelopes and returned mail. | Yes |