

**STATE OF NEVADA**

**DEPARTMENT OF ADMINISTRATION**

**Purchasing Division**

**515 East Musser Street, Suite 300 │ Carson City, NV 89701**

**Phone: 775-684-0170 │ Fax: 775-684-0188**

Solicitation: 81DMV-S2762

For

**ELECTRONIC MAILING AND TRACKING**

Release Date: **05/03/2024**

Deadline for Submission and Opening Date and Time: **06/11/2024 @ 2:00 pm**

Single point of contact for the solicitation:

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TABLE OF CONTENTS

[1. APPLICABLE REGULATIONS GOVERNING PROCUREMENT 2](#_Toc106965210)

[2. PROJECT OVERVIEW 2](#_Toc106965211)

[3. SCOPE OF WORK 2](#_Toc106965212)

[4. ATTACHMENTS 2](#_Toc106965213)

[5. TIMELINE 2](#_Toc106965214)

[6. EVALUATION 3](#_Toc106965215)

[7. MANDATORY MINIMUM REQUIREMENTS 4](#_Toc106965216)

[8. CRITICAL ITEMS 4](#_Toc106965217)

[9. SUBMISSION CHECKLIST 6](#_Toc106965218)

# APPLICABLE REGULATIONS GOVERNING PROCUREMENT

## All applicable Nevada Revised Statutes (NRS) and Nevada Administrative Code (NAC) documentation can be found at: [www.leg.state.nv.us/law1.cfm](http://www.leg.state.nv.us/law1.cfm).

## SINGLE POINT OF CONTACT. Vendors and/or their representatives shall only contact the single point of contract or use the electronic procurement system regarding this solicitation until after a notice of award (NOA) has been issued. Failure to observe this restriction may result in disqualification of a proposal per NAC 333.155(3).

## Prospective vendors are advised to review Nevada’s ethical standards requirements, including but not limited to NRS 281A, NRS 333.800, and NAC 333.155.

# PROJECT OVERVIEW

## The State of Nevada Purchasing Division, on behalf of the Nevada Department of Motor Vehicles (NV DMV) is seeking proposals from qualified vendors to process presort first class, first class and certified letters utilizing electronic means to track and mail letters. The contracted vendor shall be capable of capturing data; processing, variable imaging, printing, finishing, preparing, and tracking the mailer; and depositing the documents at a Destination Entry Discount location of the United States Postal Service mail stream.

## NV DMV will administer the contract(s) resulting from this Request for Proposal. The contract term will be for an initial four (4) years anticipated to begin October 1, 2024, upon approval of the Nevada State Board of Examiners, with an option to cancel within 30 days, upon mutual agreement and if deemed to be in the best interest to the State.

## AGENCY BACKGROUND

### The Nevada DMV is comprised of eight divisions encompassing six functional areas. Each division within the Nevada DMV administers several programs. The divisions and examples of the programs are described below:

#### The ***Director’s Office*** includes Public Information and Hearings Offices, established policy for the Nevada DMV. The Directors Office is responsible for leading and controlling the agency’s operations and responding to all media inquiries through the Public Information Officers. Nevada DMV policies, information security, and human resources management units also fall under the responsibility of this office.

#### The ***Administrative Services Division (ASD)*** is responsible for providing services to include fiscal accounting, budgeting, travel arrangements, payroll, warehousing, inventory control, mail services, purchasing services, contract management, facilities management, revenue collection and distribution, and processes customer information requests.

#### The ***Central Services and Records Division (CSD)*** provides alternative processing methods for Nevada DMV customers regarding drivers’ licenses, identification cards, vehicle registrations, license plates, vehicle titles, and insurance verification. CSD ensures data integrity, applies driver’s license sanctions, manages records, operates call center services, administers the Off-Highway Vehicle program, and processes customer information requests.

#### The License Plate Factory is responsible for designing, manufacturing, and distributing Nevada's vehicle license plates to Nevada DMV Offices, County Assessor’s Offices, and AAA partner locations for issuance to vehicle owners and operators in Nevada.

#### The **Compliance Enforcement Division (CED)** is the regulatory division of the Nevada DMV. Regulating the auto industry provides consumer protection through the licensing and regulation of businesses related to the manufacture, transport, sale, repair, and disposal of vehicles. This division also licenses and regulates schools for training drivers. The Division investigates all complex and criminal complaints filed against licensees and investigates fraudulent activities. CED performs audits, monitors, inspects, and provides investigative services on the internal and external entities related to the Nevada DMV’s core programs.

#### The Emissions Control Program ensures vehicles in Nevada comply with state and federal laws and regulations for emission standards. The Division licenses and regulates emissions stations. Emission inspectors are provided training and certification to perform emission tests.

#### The ***Field Services Division (FSD)*** provides direct customer service operations for both commercial and non-commercial driver licensing, identification, State issued credentials, voter registration, vehicle registration, vehicle titles, vehicle inspections, and fleet operations. Field Services assures safe and knowledgeable drivers receive the privilege to drive on the highways. Field Services Division also collects appropriate fees and taxes from the drivers, owners, and operators of vehicles.

#### ***Research and Project Management (RPM)*** is a resource to help achieve the Nevada DMV’s strategic plan, goals, and ensure consistent uniform program delivery. RPM is responsible for managing projects, implementing new or improved business processes, creating, and completing surveys, developing program related procedures, developing, and managing requests for proposals, managing forms, developing regulations, drafting legislation, and preparing fiscal notes. RPM supports other divisions in the areas of research, coordination of project completion, regulation and statutory changes, and legislative interaction related to all Nevada DMV functions and business programs. Employee Development unit falls under the responsibility of this division.

#### The ***Motor Carrier Division (MCD)*** is responsible for ensuring compliance with state laws, federal laws, and other governing documents applicable to its motor carrier customers. This includes administration of special fuel and motor fuel supplier programs to fairly collect and distribute over 1 billion dollars annually owed to Nevada and other entities (counties, cities, etc.). MCD is responsible for the licensing and fuel tax use collections for all commercial vehicles over 26,000 pounds based in Nevada. Motor Carrier also licenses commercial vehicles over 10,000 pounds with intrastate operations; collects revenue and revenue recovery payments; and conducts audits of motor carriers and fuel suppliers to provide customer education to ensure compliance.

#### The***Motor Vehicle Information Technology Division (MVIT)*** supports technology involved in the development and maintenance of computer systems for the Nevada DMV. MVIT is responsible for the maintenance of application systems, testing, and the development of new programs, and enhancements of existing programs. They provide network support and installation necessary for the infrastructure of systems data. MVIT provides technical and operational support, and is responsible for hardware, software, network, and security in Nevada DMV operations. Additionally, MVIT provides Desk Top Support and User Support both internal and external customers.

#### The functional areas are fiscal, vehicle registration/title/insurance verification, driver’s license, motor vehicle industry regulation, motor carrier and fuel tax collection. There are 18 field offices statewide with the largest metropolitan offices in the Las Vegas valley and in Reno. There are approximately 1,200 employees statewide with the majority within Field Services. In addition, the DMV serves Nevada Citizens, other State agencies, Federal agencies, external, and internal customers by providing driver identification credential, vehicle ownership, registration, vehicle insurance and other historical data based on qualified records requests.

## PROJECT BACKGROUND

### The current vendor contract is due to expire September 30, 2024. An Electronic Mailing and Tracking Services it required all Nevada DMV offices to continue to support our process.

### Currently three of the DMV's programs use a contracted vendor to provide mail services. Central Services' Insurance Verification Program and the Driver's License Program mail both First Class and Certified mail. Administrative Services Revenue Recovery mails Certified letters only. There are numerous template letters that are merged with electronically transferred data. There is the possibility for other programs to need vendor services in the future.

## GOALS AND OBJECTIVES

### Vendor should allow integration and connectivity to Salesforce and MuleSoft, and other third-party partners as DMV evolves in transformation efforts.

### The objective is to establish a quick and easy way to prepare Presort First Class, First Class, and Certified mail. This includes the ability to provide Presort First Class, First Class and Certified mail with Express and Priority mail delivery and other special services such as electronic tracking and electronic return receipt, insured registered and international mail.

### The scope of work includes providing an automated method of collecting electronic data, processing for address standardization and National Change of Address (NCOA), Coding Accuracy Support System (CASS) printing, variable addressing, variable, imaging, finishing, mail preparation, presort, option to use mailer’s permit, and transportation to the United States Postal Service (USPS) that qualifies for highest destination entry discounts Destination network distribution Center(DNDC)/ Destination area distribution center (DADC)/ Destination sectional center facility (DSCF)/ Destination delivery unit (DDU) for same day mail entry (DMV may consider next day mail entry if mailer qualifies for first class, presort . The DMV intends for this process to be completed using an automated process that expedites delivery and reduces production and postage costs.

### The vendor shall collect the electronic data through a secure interface.

### Data may be printed on: A self-mailer (8 ½ x 14 ), paper, 6 x 9 USPS approved automated Certified mail envelope, #10 regs, #10 double-window, #9 BRM a 9 x 12 USPS approved automated Certified mail flat, or an approved format by the DMV.

### Mail to be prepared according to the USPS standards.

### Mail must be processed and transported to the USPS by the following business day from the time of receipt of the electronic data transfer.

### Mail must be processed through an automated system and presented to the USPS with all required documentation (postal paperwork).

### Mail must be able to be tracked and searched for on a web site accessible to the DMV.

### The vendor shall retain a scanned image of the front and back of each letter mailed so the Department of Motor Vehicles can retrieve when necessary.

### The vendor shall provide revisions, per letter and envelope, per quarter, to include changes, design and programming, with no character limitations at no fee.

### The vendor shall provide a list of capabilities and production equipment to include; offset and digital presses, production machines, finishing, imaging and mail processing, sorting and metering equipment with their bid.

### The vendor shall perform due diligence to ensure that when data is transmitted for the purposes of print and mail, verification of bulk mail qualification at presort first class, first class is vetted prior to data processing.

### Vendor must perform due diligence to ensure cost benefit for mailing bulk presort versus metering any mailers based on minimum bulk mail qualifications to include mailing samples to the DMV to meet the necessary minimums.

### Vendor must acknowledge that the DMV is going through a modernization and must factor pricing anticipating a volume increase and/or decrease.

# SCOPE OF WORK

## See 81DMV-S2762 IT Scope of Work located in ‘Attachments’ tab of NevadaEPro.

# ATTACHMENTS

## ATTACHMENTS INCORPORATED BY REFERENCE. To be read and not returned.

### Terms and Conditions for Services

## ATTACHMENTS FOR REVIEW. To be read and not returned (unless redlining).

### Contract Form

### Insurance Schedule

## PROPOSAL ATTACHMENTS. To be completed and returned.

### Cost Schedule

### Proposed Staff Resume

### Reference Questionnaire

### Attachments for Signature

#### Vendor Information Response

#### Vendor Certifications

#### Certification Regarding Lobbying

#### Confidentiality and Certification of Indemnification

# TIMELINE

## QUESTIONS. All questions regarding this solicitation shall be submitted using the Bid Q&A feature in NevadaEPro.

## TIMELINE. The following represents the proposed timeline for this project.

### All times stated are Pacific Time (PT).

### These dates represent a tentative schedule of events.

### The State reserves the right to modify these dates at any time.

#### Deadline for 1st Round Questions No later than 5:00 pm on 05/10/2024

#### 1st Round Answers Posted On or about 05/16/2024

#### Deadline for 2nd Round Questions No later than 5:00 pm on 05/24/2024

#### 2nd Round Answers Posted On or about 05/30/2024

#### Deadline for References No later than 5:00 pm on 06/10/2024

#### Deadline Proposal Submission and Opening No later than 2:00 pm on 06/11/2024

#### Evaluation Period (estimated) 06/11/2024 - 06/18/2024

#### Vendor Presentations (if applicable) (estimated) 07/09/2024 - 07/10/2024

#### Notice of Intent (estimated) On or about 07/10/2024

#### Notice of Award (estimated) On or about 08/06/2024

#### BOE Approval (estimated) 09/10/2024

#### Contract start date (estimated) 10/01/2024

# EVALUATION

## Evaluation and scoring are conducted in accordance with NRS 333.335 and NAC 333.160-333.165.

### Proposals shall be kept confidential until a contract is awarded.

### In the event the solicitation is withdrawn prior to award, proposals remain confidential.

### The evaluation committee is an independent committee established to evaluate and score proposals submitted in response to the solicitation.

### Financial stability shall be scored on a pass/fail basis.

### Proposals shall be consistently evaluated and scored based upon the following factors and relative weights.

#### Knowledge of the industry and the use of electronic mailing and tracking 30

#### Vendor capability of mailing and tracking 20

#### Use of technology, ability to accommodate future state and flexibility with quantities 20

#### Expertise and availability of key personnel and type of equipment used 15

#### Cost Factor 15

#### Presentation Factor #1 – Vendor to present the overall features of solution overview, proposed functionality and in-depth knowledge of electronic mailing and tracking services 50

#### Presentation Factor #2 – Vendor to present its ability to execute integration of Nevada DMV electronic mailing and tracking services technology with current and future DMV platforms 20

#### Presentation Factor #3 – Vendor to present that they can provide the appropriate staffing level for implementation, support in day-to-day maintenance and in training support 20

#### Presentation Factor #4 – Vendor to address evaluator’s questions 10

### Cost proposals will be evaluated based on the following formula.

#### Cost Factor Weight x (Lowest Cost Submitted by a Vendor / Proposer Total Cost) = Cost Score

### Presentations

#### Following the evaluation and scoring process specified above, the State may require vendors to make a presentation of their proposal to the evaluation committee or other State staff, as applicable.

#### The State, at its option, may limit participation in vendor presentations to vendors above a natural break in the relative scores from technical and cost scores.

#### Following the presentations, the combined technical, cost, and presentation scores will become the final score for a proposal.

#### The State reserves the right to add additional criteria or presentations.

#### The State reserves the right to forego vendor presentations and select vendor(s) based on the written proposals submitted.

## INVERSE PREFERENCE

### The State applies an inverse preference to vendors that have a principal place of business in a state other than Nevada and that state applies an in-state preference not afforded to Nevada based vendors, pursuant to AB28 passed in the 81st session of the Nevada Legislature.

### The amount of the inverse preference is correlated to the amount of preference applied in the other state.

### Vendors who meet this criterion must indicate it on their submitted Quote in NevadaEPro.

### This preference cannot be combined with any other preference, granted for the award of a contract using federal funds, or granted for the award of a contract procured on a multi-state basis.

# MANDATORY MINIMUM REQUIREMENTS

## Pursuant to NRS 333.311 a contract cannot be awarded to a proposal that does not comply with the requirements listed in this section. Proposal shall include confirmation of compliance with all mandatory minimum requirements.

## NEVADA LAW AND STATE INDEMNITY. Pursuant to NRS 333.339, any contract that is entered into may not: (1) Require the filing of any action or the arbitration of any dispute that arises from the contract to be instituted or heard in another state or nation; or (2) Require the State to indemnify another party against liability for damages.

## NO BOYCOTT OF ISRAEL. Pursuant to NRS 333.338, the State of Nevada cannot enter a contract with a company unless that company agrees for the duration of the contract not to engage in a boycott of Israel. By submitting a proposal or bid, vendor agrees that if it is awarded a contract, it will not engage in a boycott of Israel as defined in NRS 333.338(3)(a).

## INDEMNIFICATION. Required contract terms on Indemnification: "To the fullest extent permitted by law, Contractor shall indemnify, hold harmless and defend, not excluding the State’s right to participate, the State from and against all liability, claims, actions, damages, losses, and expenses, including, without limitation, reasonable attorneys’ fees and costs, arising out of any breach of the obligations of Contractor under this contract, or any alleged negligent or willful acts or omissions of Contractor, its officers, employees and agents. Contractor’s obligation to indemnify the State shall apply in all cases except for claims arising solely from the State’s own negligence or willful misconduct. Contractor waives any rights of subrogation against the State. Contractor’s duty to defend begins when the State requests defense of anyclaim arising from this Contract."

## LIMITED LIABILITY. Required contract terms on Limited Liability: "The State will not waive and intends to assert available NRS Chapter 41 liability limitations in all cases. Contract liability of both parties shall not be subject to punitive damages. Damages for any State breach shall never exceed the amount of funds appropriated for payment under this Contract, but not yet paid to Contractor, for the Fiscal Year budget in existence at the time of the breach. Contractor’s tort liability shall not be limited."

## CONTRACT RESPONSIBILITY. Awarded vendor shall be the sole point of contract responsibility. The State shall look solely to the awarded vendor for the performance of all contractual obligations which may result from an award based on this solicitation, and the awarded vendor shall not be relieved for the non-performance of any or all subcontractors.

## DATA ENCRYPTION. State IT requires that data be encrypted in transit and in rest.

## STATESIDE DATA. State IT requires that State data assets must be maintained in the United States and data will not be held offshore.

## NEVADA BUSINESS LICENSE. Pursuant to NRS 353.007, prior to contract execution awarded vendor must hold a state business license pursuant to NRS chapter 76 unless exempted by NRS 76.100(7)(b).

## DISCLOSURE. Each vendor shall include in its proposal a complete disclosure of any alleged significant prior or ongoing contract failures, contract breaches, any civil or criminal litigation or investigations pending which involves the vendor or in which the vendor has been judged guilty or liable.

# CRITICAL ITEMS

## In addition to the *Scope of Work* and *Attachments*, the items listed in this section are critical to the success of the project. These items will be used in evaluating and scoring the proposal. Vendor proposal should address items in this section in enough detail to provide evaluators an accurate understanding of vendor capabilities. Proposals that fail to sufficiently respond to these items may be considered non-responsive.

## CONTRACT FORM*.* The State strongly prefers vendors agree to the terms of the attached *Contract Form* as is. Ability to agree to contract terms is a high priority to the State. Vendors who cannot agree to the contract as is must include a redlined Word version of the attached *Contract Form* with their proposal response. To the extent a vendor has prior contractual dealings with the State, no assumption should be made that terms outside those provided herein have any influence on this project.

## INSURANCE SCHEDULE

### The State strongly prefers vendors agree to the terms of the attached *Insurance Schedule* as is. Vendors who cannot agree must explain which areas are causing non-compliance and attach a red line if necessary.

### Awarded vendor shall maintain, for the duration of the contract, insurance coverages as set forth in the fully executed contract.

### Work on the contract shall not begin until after the awarded vendor has submitted acceptable evidence of the required insurance coverages.

### Failure to maintain any required insurance coverage or acceptable alternative method of insurance shall be deemed a breach of contract.

## VENDOR BACKGROUND

### Company background/history and why vendor is qualified to provide the services described in this solicitation.

### Provide a brief description of the length of time vendor has been providing services described in this solicitation to the public and/or private sector.

## VENDOR STAFF RESUMES

### A resume shall be included for each proposed key personnel, see *Proposed Staff Resume.*

### A resume shall also be included for any proposed key subcontractor personnel.

## SUBCONTRACTORS

### Subcontractors are defined as a third party, not directly employed by the contractor, who shall provide services identified in this solicitation. This does not include third parties who provide support or incidental services to the contractor.

### Proposal should include a completed *Vendor Information Response* form for each subcontractor.

### Vendor shall not allow any subcontractor to commence work until all insurance required of the subcontractor is provided to the vendor.

### Vendor proposal shall identify specific requirements of the project for which each subcontractor shall perform services.

#### How the work of any subcontractor(s) shall be supervised

#### How channels of communication shall be maintained

#### How compliance with contracts terms and conditions will be assured

#### Previous experience with subcontractor(s)

## VENDOR FINANCIAL INFORMATION

### The information requested in this section is designated as confidential business information by the Administrator pursuant to NRS 333.020(5)(b) and is not public information pursuant to NRS 333.333.

### This information should be submitted as a separate attachment, flagged as confidential in NevadaEPro.

### Proposing vendor shall provide the following financial information and documentation:

#### Dun and Bradstreet Number

#### Federal Tax Identification Number

#### The last two (2) full years and current year interim:

###### Profit and Loss Statements

###### Balance Statements

## BUSINESS REFERENCES

### The information requested in this section is designated as confidential business information by the Administrator pursuant to NRS 333.020(5)(b) and is not public information pursuant to NRS 333.333.

### Vendors shall provide a minimum of three (3) business references from similar projects performed for private and/or public sector clients within the last five (4) years, see *Reference Questionnaire*.

### The purpose of these references is to document relevant experience and aid in the evaluation process.

### Business references should return *Reference Questionnaire* directly to Single Point of Contact via email.

### Business references will not be accepted directly from proposing vendor.

### Business references shall not be requested from the soliciting agency.

### The State will not disclose submitted references but will confirm if a reference has been received.

### The State reserves the right to contact references during evaluation.

# SUBMISSION CHECKLIST

## This section identifies documents that shall be submitted to be considered responsive. Vendors are encouraged to review all requirements to ensure all requested information is included in their response.

### Proposals must be submitted as a Quote through NevadaEPro, [https://NevadaEPro.com](https://nevadaepro.com/).

### Vendors are encouraged to submit a single file attachment per proposal section if possible.

### Technical proposal information and Cost proposal information shall not be included in the same attachment.

### Cost proposal attachment shall not be flagged as confidential in NevadaEPro.

### Additional attachments may be included, but are discouraged and should be kept to a minimum.

## TECHNICAL PROPOSAL

#### Title Page

#### Table of Contents

#### Response to Mandatory Minimum Requirements

#### Response to Critical Items

#### Response to Scope of Work

#### Proposed Staff Resumes

#### Other Informational Material

## PROPRIETARY INFORMATION. If necessary. Attachment should be flagged confidential in NevadaEPro.

#### Title Page

#### Table of Contents

#### Trade Secret information, cross referenced to the technical proposal

## COST PROPOSAL

## VENDOR FINANCIAL INFORMATION. Attachment should be flagged confidential in NevadaEPro.

## SIGNED ATTACHMENTS

#### Vendor Information Response

#### Vendor Certifications

#### Confidentiality and Certification of Indemnification

#### Certification Regarding Lobbying

## OTHER ATTACHMENTS. If necessary, not recommended.

## REFERENCE QUESTIONNAIRES. Not submitted directly by vendor.