



# RMV Update

MassDOT Board of Directors  
September 21, 2022



# Background - RMV Registration and Renewal Notice Program

Around June 1, 2022, the RMV was informed by its vendor, Globe Direct, LLC, that it was winding down its operation and would be going out of business. In response, on June 16, 2022, the RMV released a RFR (BD-23-1030-CPO1-CPO1-76389) for a vendor to design, print, produce, and mail various forms related to:

- registration renewals and reminders,
- Certificate of Registrations,
- duplicate registrations,
- registration cancellation receipts,
- lost plate permits,
- license renewal reminders

The RMV entered a 3-month contract extension with Globe Direct while the RMV selected /onboarded a new vendor to ensure continuity in operations.



REGISTRY OF MOTOR VEHICLES



# Procurement Summary - RMV Registration and Renewal Notice Program

- 4 vendors responded to bid by deadline of 7/15/22. Vendors were: R.R. Donnelly, JLS Mailing Services, Kirkwood Direct, LLC, and DS Graphics, Inc.
- The appointed team evaluated the 4 proposals through a pre-established evaluation criterion: Overall Solution Approach, References, Supplier Diversity Plan, Quality of Overall Response, and Cost/Proposed Fee structure.
- Based on the initial responses received, the team asked all the vendors questions related to the total annual cost of the proposals, onboarding process, reconciliation process, and any additional programming or IT costs that were outside/not included as part of their original bid.
- The team reviewed the responses and requested a best and final offer (BAFO) from each vendor - only 2 vendors, Kirkwood Direct, LLC and DS Graphics submitted BAFOS.
- The team evaluated the responses and scored accordingly. Based on the bidders' proposals, the team's scoring resulted average score of 96.6 points out of the maximum available points of 100 in favor of Kirkwood.

# Total RMV Registration and Renewal Notice Program Budget

The Registration and Renewal Notice Program has a total program budget of \$3,844,816.75 which includes the following:

Registration Renewal Application- Yearly Volume	2,801,546
Certificate of Registration- Yearly Volume	2,487,684
Duplicate Registration- Yearly Volume	96,000
Lost Plate Permit- Yearly Volume	28,800
Registration Cancellation Receipt- Yearly Volume	547,000
Certificate of Registration (Bulk 25)- Yearly Volume	33,600
Certificate of Registration to Lessor- Yearly Volume	138,00
Certificate of Registration to Lessee- Yearly Volume	138,00
Driver license renewal reminders- Yearly Volume	1,080,000
<b>Total</b>	<b>\$3,844,816.75</b>

## Recommendation for RMV Registration and Renewal Notice Program

Request for Board of Directors authorize and approve the Secretary/CEO, or his designee, to execute MassDOT Contract No. 120145 titled **RMV Registration and Renewal Notice Program**, for the design, printing, production, and mailing of various forms related to registration renewals and reminders, including but not limited to registration renewal applications, universal registration forms (Certificates of registration, duplicate registrations, registration cancellation receipts, and lost plate permits), and license renewal reminders, with Kirkwood Direct, LLC for the amount of **\$19,224,083.80** for a total duration, not to exceed, 5 years and may be extended for up to two (2) 2-year options, days from Notice to Proceed (NTP).