

**Delaware Department of Transportation**  
**QUESTIONS AND ANSWERS**  
**Ignition Interlock Device (IID) Installation and Monitoring Services**  
**Agreement 1897 - 1898**  
**Tuesday, September 18, 2018**

Q #	Question	Answer
1	How many active programs are currently in the State of Delaware?	Delaware currently has 1889 customers active in the IID program.
2	Is there any legislation that may be coming forth that may impact the volume of active IID programs in the State of Delaware?	We are not aware of any proposed legislation that may impact the volume of the program. The law changed in 2015, making IID mandatory for all DUI convictions. The number of IID installations increased from approximately 350 per year in 2015 to approximately 1900 currently.
3	Section IV. B <i>If there have not been any changes to the device beyond the 5 year mark, is new testing still required?</i>	Yes, we want to ensure that the device being presented to the Division is still a certified device and not out dated.
4	Project Description: The Service Provider shall have convenient locations and operating times for clients in each of the three counties in Delaware. <i>Would the state provide their expectations for "convenient locations &amp; Hours" in each of the three counties?</i>	Not in an isolated, unoccupied area of Delaware. The locations should be in a central area of each county. Hours should be at least an 8 hour work day or scheduled appointments appeasable to the customers' needs.
5	RFP requirement I.A. Integrity of the program shall be upheld by restricting the delivery of interlock service to the actual provider of the product (authorized Service Provider) <i>Would the state clarify whether this is intended to be only direct, manufacturer- operated locations.</i>	Locations do not have to be operated by the manufacturer. Though it is possible for a Service Provider to also be a manufacturer. The Service Provider may purchase devices from a manufacturer and self-perform all other requirements in the RFP (i.e., installation, monitoring, reporting). This requirement is meant to emphasize that no subcontracting to a garage or car accessory business is allowed.
6	Section I.B 5 <i>Is the state IID director required to live in state? Are there any other limitations to their responsibilities?</i>	No, the Director would not need to live in the State. No limitations to their responsibilities. Overall must be reachable and communicate as needed/required.
7	Section VI. I <i>Will the state consider 2 business days in lieu of 48 hours, or a period longer than 48 hours, to account for weekends/holidays?</i>	No, but will make exceptions for holidays.

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8	Section VII. C <i>Will the state consider 2 business days in lieu of 48 hours, or a period longer than 48 hours, to account for weekends/holidays?</i>	No, but will make exceptions for holidays.
9	Section I. B. 3. c. <i>Would the state allow us to store records electronically?</i>	No.
10	Section IX C. <i>Will this be reported through our PDF reports or will the webservice be updated to include installations?</i>	PDF at this time.
11	Section IX. D. <i>We currently submit only violations via a webservice. Will we now be reporting all data through the webservice? If so, can the new layout be provided?</i>	No, we currently receive PDF reports in addition to the web service.
12	Section IX E. <i>We currently submit only violations via a webservice. Will this information now be reported in the webservice? If so, can the new layout be provided?</i>	No, at this time it can be provided by email on a spreadsheet.
13	Section IX. F. <i>Is there a known or expected need for additional hardware or software that is needed to convey requested information to the DMV? If yes, what are the hardware or software needs?</i>	Not at this time.
14	Section IV. D. 4. <i>May we obtain such approved document?</i>	No, it is submitted for the Division's approval.
15	Section IV. D. 8-10 <i>May we assume that "shall have the ability" really means the IID shall do what is mentioned as the IID's ability?</i>	Yes.
16	Section VII. B. 3 <i>With this not per NHTSA's specs, would the state accept the calibrate and accuracy check with a 0.020 concentration?</i>	Yes.
17	PROCUREMENT SCHEDULE <i>Can answers to questions be released as they are answered to allow more time for integrating into the proposal submission?</i>	Questions and answers will be posted according to the Procurement Schedule in the RFP.

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18	<p>II. Fees</p> <p><i>Is there a list of vehicles already approved by the DMV or does this occur on a case by case basis?</i></p>	<p>This is a case by case basis.</p>
19	<p>IV. IID Specifications</p> <p><i>What is the difference between random retesting and timed retesting?</i></p>	<p>An IID shall require a rolling within the first five to 15 minutes after the start of the motor vehicle and randomly thereafter at least once every 45 to 60 minutes as long as the motor vehicle is in operation.</p>
20	<p>IID REQUIREMENTS I.A.</p> <p><i>Please clarify what is considered a subcontractor and a provider?</i></p>	<p>The Service Provider would be the firm contracted by the Division to provide the services required in the RFP. A subcontractor would be a separate entity who contracts directly to the Service Provider.</p>
21	<p>IID REQUIREMENTS I.A.</p> <p><i>Is this requirement restricting contracting with 3 different subcontractors/companies and rather they all need to be under the same company? Do they have to be a service provider or can there be more than one service provider?</i></p>	<p>Up to Two Service Providers may be selected. This requirement is to prevent subcontracting to other businesses.</p>
22	<p>IV. IID Specifications-7.</p> <p><i>Is this a permanent lockout or a temporary timed lockout, allowing for other tests? How long is the lockout?</i></p>	<p>Please refer to “G” and “H” of the same section.</p>
23	<p>IX. Records and Reporting-C.</p> <p><i>Is electronic storage acceptable? A digital system that complies with the federal confidentiality guidelines where no data is stored on the device or at the service location that associates the offender with personal identifiable information.</i></p>	<p>Not at this time.</p>
24	<p>IX. Records and Reporting-C.</p> <p><i>Is electronic notification allowed?</i></p>	<p>Through email.</p>
25	<p>X. General Requirements</p> <p><i>Have there been any issues pursuant to the current contract? If yes, can DelDOT provide them or where can they be found?</i></p>	<p>No issues.</p>
26	<p><i>What, if any, restrictions or requirements exist for the state director position?</i></p>	<p>The Director must be a direct employee of the selected Service Provider</p>
27	<p><i>Does the use of independent service centers, trained and qualified by Intoxalock, meet the requirements of the RFP?</i></p>	<p>Subcontracting is not allowed. Service Centers must be owned and operated by the selected Service Provider.</p>