



Delaware Department of Transportation
REQUEST FOR PROPOSALS



RFP Number: **1897-1898**

**IGNITION INTERLOCK DEVICE (IID)
INSTALLATION AND MONITORING SERVICES**

Submission Due Date/Time: **Thursday, September 27, 2018 at 2:00 P.M. Local Time**

Three (3) year term with two (2) possible one-year extensions

Agreement Type: State

Up to two (2) agreements may be awarded from this solicitation.

29 Del.C. §6981

PROJECT INFORMATION

This Request for Proposal (RFP) issued by the Delaware Department of Transportation (DelDOT) is for the purpose of acquiring proposals from interested firms to provide Ignition Interlock Devices (IID), installation, and monitoring services to offenders that have been convicted of Driving Under the Influence (DUI) while in possession of a driver's license issued by the State of Delaware.

SERVICES REQUIRED

Services include but are not limited to the following: supply and installation of IIDs; provide training and material/handouts for the IIDs to program participants; monthly monitoring; and removal of the IIDs.

PROJECT DESCRIPTION

The Delaware Division of Motor Vehicles (DMV) shall provide the required calibration settings and standards for the certification, installation, setting, repair, and removal of the IIDs to the Service Provider. The Service Provider shall furnish all materials and labor to satisfy the DMV's need for the IID program.

The Service Provider will be required to partner with and cooperate with the DMV to make sure the State receives the most current state-of-the-art services/products. The Service Provider shall have convenient locations and operating times for clients in each of the three counties in Delaware.

The IID Program is authorized by 21 Del. C. § 4177F. The purpose of the program is to provide an alternative sanction, at no cost to the State, for a person convicted of driving under the influence that would permit and encourage them to continue as productive members of society.

DUI programs must be self-supporting. A schedule of anticipated revenues must be presented in sufficient detail to reasonably assure that the program will be able to support its operation out of client fees (See Section II of this RFP). While there is an assumption that all offenders will have to pay for the services they receive, the proposed fee structure should reflect the reality that not all participants will be able to pay the full fee for the service. Therefore, based on DMV legislation, any participant who makes

application for an indigent plan shall meet certain criteria and provide specific documentation to be approved by the DMV (See Section II, Fees, C.)

The DMV currently has two mandatory programs available for the IID: First Offense Election (FOE) and First and Subsequent IID program. An Ignition Interlock license cannot be issued until the participant has met the minimum qualifications.

First Offense Election

At the time of arraignment in court, the offender may elect to apply for enrollment in the FOE program if he/she has never had a previous or prior conviction or offense for driving under the influence. If the offender has accepted the FOE and has taken a chemical test, they may also elect at that time to participate in the FOE program as part of his/her probation. The offender must hold a valid Delaware license at the time of offense in order to qualify for this program.

After election of the FOE, the offender shall immediately apply for an Ignition Interlock license under the following terms:

1. All licenses have been surrendered to the DMV.
2. Complete an Ignition Interlock Program application.
3. Provide proof of insurance for the vehicle to which the IID is to be installed.
4. The offender's driver license and/or privileges are not revoked for another violation that would prohibit the issuance of an Ignition Interlock license.

Any offender who elects the FOE program must remain on the Ignition Interlock license for four months from the date of issuance of the Ignition Interlock license. Prior to reinstatement, the DMV must have received a satisfactory program completion.

First and Subsequent IID Program

Any person who has been convicted of a first or subsequent driving under the influence of alcohol charge is required to have an IID installed. For a first conviction, the offender must install the IID on at least one vehicle registered in the offender's name. Subsequent offenders, must install the IID on all vehicles owned by the offender.

The offender must have had a valid Delaware license at the time of the offense in question, provide proof of enrollment in a course of instruction and/or rehabilitation as designated by the court, and pay all fees associated with the course.

1. The license must be surrendered to the DMV prior to the installation of the IID.
2. For a first conviction the license must be revoked for one month prior to 45 days, depending on the blood alcohol concentration (BAC), from the installation of the IID. For subsequent offenses, the license must be revoked for 60 days prior to six months (depending if the conviction is a 2nd, 3rd, 4th or higher) prior to the installation of the IID.
3. Complete an Ignition Interlock Program application.
4. The offender's driver license and/or privileges are not revoked for another violation that would prohibit the issuance of an Ignition Interlock license.

Any person who is convicted of a first conviction *must* have the IID installed on a minimum of one vehicle registered in his/her name one month prior to 45 days (depending on the BAC) from the effective date of the revocation. Any person who is convicted of a subsequent offense *must* have the IID installed on all vehicles registered in his/her name 60 days prior to six months (depending if the conviction is a 2nd, 3rd, 4th or higher) from the effective date of the revocation. Prior to reinstatement, the DMV must have received a satisfactory program completion. At that time, the DMV will then authorize removal of the IID. Even if the entire period of revocation is served, the IID must still be installed on at least one vehicle owned by the offender for a minimum of 12 months up to 23 months (depending on the BAC) from the time the Ignition Interlock license was issued for a first conviction. For subsequent offenders, even if the entire period of revocation is served, the IID must still be installed on all vehicles owned by the offender for a minimum of 16 months up to 54 months (depending on the subsequent offense and the BAC) from the time the Ignition Interlock license was issued. The DMV will then authorize removal of the IID.

IID REQUIREMENTS

I. Approval of Service Provider

The DMV requires the following services and commodities for the implementation and maintenance of the State of Delaware's Ignition Interlock Program.

- 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), thereby effectively preventing the extension of subcontracts to other persons or businesses who lack long-term investment, long-term experience, or in-depth knowledge of product and service, potentially resulting in a higher likelihood of neglect of duty or illegal exchange of funds. Denial of subcontracting of the interlock service to the consumer is an integral part of protecting offender confidentiality and the chain of evidence for court testimony and evidentiary procedures.
- B. Selected Service Provider shall:
 1. Be dedicated to the installation and maintenance of IIDs.
 2. Supply and train staff and service center supervisors to ensure quality customer service and compliance with all program requirements.
 - a. Personnel seeking to perform ignition interlock services or administrative duties in the State of Delaware shall not necessarily be barred from employment due to a criminal record; however, a criminal record may be considered in conjunction with other information to determine the overall suitability of applicants for employment.
 - b. Provide, upon request of the State of Delaware or the court via a properly-served subpoena, expert or other required testimony in any civil, criminal, or administrative proceedings as to the method of manufacturing the device, ignition interlock functionality, and the testing protocol by which the device is calibrated and serviced.
 - c. Provide a completed application for state certification to the DMV to perform ignition interlock services for all technicians and directors seeking to work in the State of Delaware. The application shall be submitted at least 10 days prior to the employee performing any

- ignition interlock services in the State of Delaware with the exception of newly hired employees in training who shall be permitted to perform services while under the direct supervision of a certified technician for a period of 90 days prior to applying for state certification.
- d. Identify all key personnel who will be providing ignition interlock services for the State of Delaware and furnish the DMV with credentials on these personnel.
 - e. Notify the DMV at least five business days in advance of a reduction in staffing levels of key personnel at the local or district offices in the State of Delaware.
 - f. Ensure that technicians and the state Director are trained and available to testify in court if required by a court or state's attorney or upon a 10-business-day notice by the DMV in that court's jurisdiction, regardless of whether a subpoena is issued.
3. Submit a description of the Service Provider's plan to be approved by the DMV, for the distribution of the IID in all locations of the State of Delaware where IID services will be performed. At least one physical service facility shall be located in each county unless otherwise authorized by the DMV. The location must be a stationary enclosed building considered safe as indicated by state and local fire, safety and health ordinances and codes. The Service Provider shall provide the DMV with a list of all service center days and hours of operation, and provide an updated list within 24 hours of any changes. Service facilities shall be inspected and certified by the DMV prior to the initial delivery of services to offenders. Each service facility shall be inspected and certified at least annually thereafter. The Service Provider shall:
- a. Comply with all local business license and zoning regulations and with all federal, state and local health, fire, and building code requirements. Prior to the jurisdictional compliance deadline, a copy of a valid business license or business license payment receipt shall be forwarded to the DMV. The official valid business license and tax document are required to be posted in a conspicuous place at the service facility immediately upon receipt when applicable.
 - b. Comply with all local, state and federal laws pertaining to the provision of physical access to persons with disabilities.
 - c. Maintain offender records in a manner that complies with federal confidentiality guidelines. All offender files, payment receipts, and other identifying information shall be located in locked filing cabinets in one centralized location in the State of Delaware.
 - d. Require and enforce maintenance of a drug-free workplace and have posted in a conspicuous place, available to employees and applicants for employment, a statement notifying employees that the unlawful manufacture, sale, distribution, dispensation, possession, or use of a controlled substance or marijuana is prohibited in the Service Provider's workplace. The notice shall specify the actions that will be taken against employees for violations of the policy.
 - e. Replace an ignition interlock service facility within 90 days whenever the closing of an interlock service facility results in noncompliance with the requirement to possess a facility

in all three counties in the State of Delaware. The Service Provider is also required to notify offenders of the closure date and the address of an alternate interlock service facility within 15 days of the closure date.

- f. Ensure that technicians maintain a professional appearance and are attired in such a manner as to be readily identifiable as employees of the Service Provider.
 - g. Ensure that service facilities are tidy and pose no hazards to public safety as well as a separate waiting area for clients
 - h. Must have posted fact sheets, posters or other device advertising information in sight; and
 - i. Provide the DMV a minimum of 20 days' notice prior to the scheduled opening date of a new location. This requirement allows the DMV reasonable time to schedule an inspection of the new facility prior to opening services to Delaware offenders.
4. Submit proof of adequate insurance covering liability related to ignition interlock operations, services, and equipment, including coverage in Delaware, with a minimum policy limit of \$1 million per occurrence and \$3 million general aggregate total. The Service Provider's insurance shall be considered primary above all other available insurance and shall so stipulate in the "other insurance" or other applicable section of the Service Provider's insurance contract. Coverage shall extend to any action taken or not taken by the DMV due to verified errors in reporting of interlock activity by the Service Provider.
 5. Provide a full-time state ignition interlock Director who will work with the State of Delaware's program. Among other duties, the Director will be expected to (i) respond promptly to problems in the field; (ii) upon request of the State or DMV, testify before applicable courts, the General Assembly of Delaware or where applicable; (iii) assist and provide training to the DMV staff, local and statewide, and other stakeholders as requested by the DMV; and (iv) be responsible for quality control reports and statistics, updates to all required documentation, and filed services reporting and repairs. In the event of a Director vacancy, the Service Provider shall submit to the DMV the name of an interim Director within ten (10) days of the vacancy and the name of a permanent Director within ninety (90) days of the vacancy.
 6. Not discriminate against an employee or applicant for employment due to race, religion, color, sex, national origin, age, disability, or other basis prohibited by state or federal law relating to discrimination in employment, except where there is a bona fide occupational qualification reasonably necessary to the normal operation of the Service Provider. The Service Provider agrees to post in conspicuous places, available to employees and applicants for employment, notices setting forth the provisions of this nondiscrimination clause. Furthermore, the Service Provider in all solicitations or advertisements for employees placed by or on behalf of the Service Provider shall state that the contractor is an equal opportunity employer. Notices, advertisement, and solicitations placed in accordance with federal law, rule, or regulation shall be deemed sufficient for the purpose of meeting the requirements of the subdivision.
 7. Not knowingly employ an unauthorized alien as defined in the Federal Immigration Reform and Control Act of 1986 (Pub. L. No. 99-603; 100 Stat. 3359) during the performance of the contract for goods and services.

8. Notify the DMV in writing within 15 days of disciplinary action taken by a state or other political entity in which the Service Provider conducts or has conducted ignition interlock business. This notification shall include the reason for the disciplinary action and other information as the DMV may reasonably request. This requirement applies regardless of the existence of an appeal.
- C. Provided that all vendor and device certification requirements are met, the DMV may contract with those Service Providers and may approve multiple makes and models of IIDs for use in the State of Delaware.

II. Fees

- A. The Service Provider may charge offenders for services at rates up to, but not to exceed, the following:
1. \$100.00 for a standard IID installation. This amount includes a rebate of \$30.00, which will be refunded to the client at the time of removal. This fee shall be the responsibility of the client.
 2. \$150.00 for the installation of an IID on a vehicle requiring more than four hours of installation labor time when approved by the DMV.
 3. \$70.00 for a change of vehicle IID installation.
 4. \$0 for an IID removal.
 5. \$75.00 for monthly IID calibrations or monitoring.
 6. \$8.00 per month for optional insurance to cover theft or accidental damage to the IID and its components.
 7. An amount of 10% over the actual replacement cost of the IID and its components when theft, or accidental damage occurs and the offender has not purchased the optional insurance.
 8. \$50.00 plus mileage calculated at the State of Delaware mileage rate in effect at the time, not to exceed 100 miles, for service calls.
 9. \$50.00 for violation resets, when the violation is determined to be due to the fault of the offender.
 10. \$35.00 for missed appointments.
 11. An amount permitted by the Delaware Code at the time for returned checks.
 12. \$50.00 for provision of a permanent lockout code, when the lockout is determined to be due to the fault of the offender.
 13. \$50.00 per hour, not to exceed four hours, for repairs and reinstallation of the IID when the DMV determines that the offender illegally tampered with the device.
- B. In the event of changes to the Delaware Code or the Delaware Ignition Interlock Regulations (Title 2: 2000: 2200: 2223) mandating enhanced technological capabilities of IIDs used in the State of Delaware, the DMV may increase offender installation and calibration fees up to a maximum of 25%.

- C. The Service Provider shall create and maintain an indigence fund for offenders who are eligible for a reduction in fees based upon a declaration of indigence through application and approved by the DMV. The Service Provider shall not deny service to any offender for whom there has been a declaration of indigence and approval by the DMV.

III. Suspension or Revocation of IID or Service Facility Certification

- A. The DMV may suspend or revoke certification of an IID or IID service facility for a period not to exceed 30 days for the following reasons:
1. When there is a voluntary request by a manufacturer to cancel certification of a device.
 2. When the device is discontinued by the manufacturer.
 3. When the manufacturer, Service Provider, state Director or technician attempts to conceal its true ownership.
 4. When the Service Provider's liability insurance is terminated or cancelled.
 5. When materially false or inaccurate information is provided relating to a device's performance standards.
 6. When there are defects in design, materials, or workmanship causing repeated failures of a device.
 7. When the Service Provider, state Director, or technician knowingly permits nonqualified service technicians to perform work.
 8. When the Service Provider, state Director or technician assists users with circumventing or tampering with a device.
 9. When the Service Provider, state Director or technician fails to fully correct an identified ignition interlock facility noncompliance issue within the time frame required by the DMV, the provision of this chapter, or the Service Provider's contract.
 10. When there is a pattern of identified interlock service facility noncompliance issues.
 11. When the Service Provider, state Director, or technician impedes, interrupts, disrupts, or negatively impacts an investigation conducted by the DMV involving customer service issues, vehicle damage, or other complaints brought forward by a third party; or
 12. When there is identified public safety or client confidentiality issues at an ignition interlock service facility.
- B. If a suspension or revocation of an IID or service facility certification occurs, the Service Provider may request, within 15 days of notification, a hearing with the DMV to contest the decision. Should a revocation of certification be upheld, the Service Provider whose device has been revoked (i) shall be responsible for removal of all devices installed and serviced by the Service Provider that are subject to the revocation, and (ii) will bear the costs associated with the required removal and installation of new approved devices. In addition, the Service Provider whose device or facility is subject to the revocation shall continue to provide services for these Delaware offenders for a time to be determined by the DMV, but no longer than 90 days.

- C. When the certification of an IID or service facility is suspended or revoked, the Service Provider shall continue to provide services for current Delaware offenders; however, no new IID installations shall be permitted during the period of suspension.
- D. If the Service Provider terminates the contract or goes out of business, the Service Provider shall be responsible for removal of all devices from all vehicles in which IIDs are installed and serviced by the Service Provider. The same provider shall bear the costs associated with the removal and installation of new approved devices. In addition, the Service Provider that terminates the contract or goes out of business shall continue to provide services for these Delaware offenders ninety (90) days from the date of the Service Provider's notification to the DMV that they will be terminating ignition interlock service in Delaware.

IV. IID Specifications

- A. All IIDs used pursuant to 21 Del. C. § 4177 shall be approved by the DMV. The DMV shall maintain a list of approved IIDs.
- B. The selected Service Provider shall provide certification from an independent laboratory that its IID has been tested in accordance with the most current model specifications published in the Federal Register by the National Highway Traffic Safety Administration (NHTSA). And, provide a certified affidavit that the IID model complies with all applicable state standards, including written documentation, current within five years, from either a certified testing laboratory or a NHTSA testing lab that the ignition interlock model for which certification is being sought meets or exceeds the current NHTSA's model specifications. Included with the certification report should be the name and location of the testing laboratory, the address and phone number of the testing laboratory, a description of the tests performed, copies of the data and results of the testing procedures, and the names and qualifications of the individuals performing the tests.
- C. If a device is submitted for approval by a Service Provider, who is not also the manufacturer, the submitting party shall submit a notarized affidavit from the manufacturer of the device certifying that the submitting party is an authorized manufacturer's representative.
- D. Except where otherwise required in this chapter, all IIDs shall meet the model specifications for Breath Alcohol Ignition Interlock Devices (B.A.I.I.D) as set forth in the most current model specifications published in the Federal Register by NHTSA and operate reliably over the range of motor vehicle environments or motor vehicle manufacturing standards. At a minimum, the following specifications shall be met:
 - 1. The IID shall work accurately and reliably in an unsupervised environment, at minimal inconvenience to others, and without impeding the safe operation of the motor vehicle. The accuracy will be determined by analysis of an external standard generated by a reference sample device.
 - 2. The IID shall be able to analyze a specimen of alveolar breath for alcohol concentration, correlate accurately with established measures of BAC, and be calibrated according to the manufacturer's specifications. The startup set point for the interlock device shall be an alcohol concentration of 0.010g/210 liters. A correlation of 95% will be considered reliable precision; 95

- of 100 times the device must respond to, detect, and prevent the motor vehicle engine from operating when the operator has an alcohol concentration of 0.050g/210 liters or greater, with a warning when the operator has an alcohol concentration of .020g/210 liters.
3. The IID shall be alcohol specific, using an electro-chemical fuel cell that reacts to and measures ethanol, minimizing positive results from other substances.
 4. The IID shall indicate when a 1.5 L breath sample has been collected and shall indicate this by audible or visual means. The DMV may authorize Service Provider to adjust the breath volume requirement to as low as 1.0 L upon receipt of documentation from a licensed physician verifying the existence of an applicable medical condition. The physician's documentation shall be submitted in a format approved by the DMV.
 5. The IID shall detect and record a BAC that reaches the warning and fail point for all completed breath samples.
 6. The results of the test shall be noted through the use of green, yellow, and red signals or similar pass/fail indicators. No digital BAC shall be indicated to the offender.
 7. The IID shall lock out an offender when a BAC reaches the fail point.
 8. The IID shall have the ability to activate the vehicle's lights and horn when a required rolling retest is missed or failed.
 9. The IID shall have the ability to prevent the normal operation of the motor vehicle by an offender who fails to retest.
 10. The IID shall have the ability to perform a permanent lockout if the offender fails to appear for a scheduled monitoring appointment after the applicable five-day grace period. The Service Provider shall provide a code, smart key, or other similar unlock feature that has been approved by the DMV to offenders whose interlock is in a permanent lockout status. The duration of the time period that the interlock is unlocked shall be three hours. The code shall only unlock the interlock device and shall not disable other interlock features. The Service Provider, state Director or technician shall not provide an ignition interlock code that disables the ignition interlock features to persons without first obtaining authorization from the DMV.
 11. The IID shall automatically purge alcohol before allowing subsequent analyses.
 12. The IID shall issue a warning of an impending permanent lockout.
 13. The IID shall be capable of random retesting and timed retesting.
 14. The IID shall warn the offender of upcoming service appointments for at least five days prior to the appointment. Should the offender fail to appear, the device shall lock out on the fifth day after the scheduled appointment, and the motor vehicle shall not be operable until the Service Provider has reset the device.
 15. The internal memory of the IID shall be capable of recording and storing a minimum of 15,000 interlock events and shall enter a service reminder if the memory reaches 90% of capacity.
 16. The IID shall be designed and installed in such manner as to minimize opportunities for tampering, alteration, bypass, or circumvention. The IID shall not spontaneously bypass the

ignition system or starter relay, nor shall it be able to be made operational by a mechanical means of providing air to simulate alveolar breath. Bogus breath anti-circumvention features used to pass laboratory testing of the IID shall be turned on. In addition, the Service Provider, state Director or technician shall connect the IID to a constant and uninterrupted power source to further prevent an opportunity to circumvent the system.

17. The IID shall be capable of recording and providing evidence of actual or attempted tampering, alteration, bypass, or circumvention.
 18. The IID shall meet the requirements of accuracy in Item 2 above and when used at ambient temperatures of -40 degrees Celsius to 85 degrees Celsius.
 19. The IID shall operate up to altitudes of 2.5 km above sea level.
 20. The readings of the IID shall not be affected by humidity, dust, electromagnetic interference, smoke, exhaust fumes, food substance, or normal automobile vibration when used in accordance with the manufacturer's instructions.
 21. The operation of the IID shall not be affected by normal fluctuations of power source voltage.
 22. The IID shall be installed with a fully functional camera that is equipped to record the date, time, and photo of all persons providing accepted breath samples to the IID. In addition, the Service Provider is required to present a reference photo of the offender to confirm the offender's identity.
- E. All IIDs that have been approved by the DMV shall have the following warning tamper label affixed: "Any individual tampering, circumventing, or misusing this device shall be subject to extension and may be disqualified from the program." The cost and supply of the warning labels to be affixed to the IIDs shall be borne by the Service Provider. The Service Provider shall submit to the DMV a prototype of the warning label for approval.
- F. For initial startup of the motor vehicle:
1. The IID shall enable the starter relay after the successful completion of a breath alcohol test.
 2. The IID shall allow an operator to take up to two minutes after the starter relay is enabled to start the engine.
 3. The IID shall permit a free restart within two minutes of the engine being stopped without requiring an additional test.
 4. If the initial test results in a lockout due to the offender's BAC level, the IID shall not allow an additional attempt for five minutes.
 5. If the offender's BAC still reaches the fail point on the second retest, the machine shall lock out for an additional 15 minutes and shall do so thereafter for subsequent failed retests. A violation reset message shall instruct the offender to return the IID to the Service Provider for servicing within five days.
 6. If the IID is not reset within five days, a permanent lockout shall occur.

- G. To thwart curbside assistance, after passing the test allowing the engine to start, the IID shall require a second test within a randomly variable interval. A rolling retest feature is required for all IIDs, and must allow for the following:
1. An IID shall require a rolling retest 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.
 2. The IID shall produce a visual and audible signal of the need to produce a breath sample for the rolling retest and shall be modified, as necessary, to accommodate operators who are hearing impaired. The offender shall have 15 minutes to provide the required rolling retest breath sample.
 3. A free restart shall not apply if the IID was awaiting a rolling retest that was not delivered.
 4. A deep lung breath sample at or above the fail point, or a failure to provide a rolling retest deep lung breath sample within the required time, shall activate the motor vehicle's horn and cause the motor vehicle's headlights, parking lights, emergency lights, or other light source approved by the DMV to flash until the engine is shut off by the offender or a passing breath test is provided.
 5. Once the vehicle has been turned off, all pre-start requirements shall become applicable.
 6. The violations reset message shall instruct the offender to return the IID to the Service Provider for servicing within five calendar days.
 7. If the IID is not reset within five calendar days, a permanent lockout will occur.
- H. Additional technical specifications for the operation and installation of the IID may be described in the contract between the DMV and the selected Service Provider.
- I. The selected Service Provider shall notify the DMV in writing if the approval or certification of a device that is approved or has been submitted for approval for use in Delaware is or has ever been denied, withdrawn, suspended, or revoked in another state, whether the action occurred before or after approval in Delaware. This notification shall be made in a timely manner, not to exceed 15 calendar days after the Service Provider has received notice of the denial, withdrawal, suspension, or revocation of approval or certification of the device, whether or not the action will or has been appealed.

V. Anti-circumvention

The IID shall be designed so that those anti-circumvention features will be difficult to bypass. Anti-circumvention provisions shall include, but not be limited to, prevention or preservation of evidence of cheating by attempting to use bogus or filtered breath samples or bypassing the breath sampling requirements of the device electronically. The following anti-circumvention provisions also apply:

1. The device may use special seals or other methods that record attempts to bypass anti-circumvention provisions.
2. The device shall be checked for evidence of tampering at least once every 30 days or more frequently if the need arises.

3. When evidence of tampering is discovered, the DMV shall be notified in writing within 24 hours.

VI. IID Installation

- A. No offender who has a case pending in the court system shall have an IID installed in Delaware unless enrolled in, and monitored by, the program in the area where the case originated. Prior to installation of the device, the Service Provider must receive written authorization from DMV via fax, e-mail, or online service. Offenders are permitted to begin the interlock process which includes independent selection of an IID Service Provider and scheduling of an installation appointment for a date on or after the court issues the offender a restricted license order with the interlock restriction.
- B. All agreements between the Service Provider and the offender shall be in the form of a contract and signed by the Service Provider, state Director, or technician and the offender. Copies of the written contract shall be retained by the Service Provider, with a copy given to the offender.
- C. Prior to installation of the IID, the offender shall provide to the Service Provider:
 1. Photo identification.
 2. The name and policy number of their automobile insurance.
 3. If a first offender, a copy of the registration containing the vehicle identification number (VIN) of one motor vehicle operated by the offender.
 4. If a second or subsequent offender, a copy of the registration containing the vehicle identification number (VIN) of all motor vehicles owned by or registered to the offender, in whole or in part.
 5. A notarized affidavit, approved by the DMV, from the registered owner of the vehicle granting permission to install the device if the car is not registered to the offender.
 6. Written authorization from the DMV if the air volume requirement, blow pressure, or anti-circumvention features of the IID are to be lowered or disabled in order to compensate for an offender's diminished lung capacity, when applicable.
- D. Under no circumstances shall an offender or anyone accompanying the offender be permitted to observe installation, calibration, or removal of the IID.
- E. The Service Provider must inspect all motor vehicles prior to installation of the device to ensure that they are in acceptable mechanical and electrical condition. Under no circumstances shall staff of the authorized Service Provider install a device until, and unless, the motor vehicle is approved following the inspection. A DMV-approved pre-inspection checklist documenting the vehicle's condition at installation shall be completed and placed in the offender's file.
- F. The installation shall include tamper-resistant features at all ignition interlock electrical connections so as to make evident all attempts to circumvent or otherwise alter the normal functioning of the IID. At a minimum, the Service Provider shall ensure that the vehicle starter wire connected to the IID is secured with uniquely identifiable heat shrink tubing or its equivalent and that all connected wires are wrapped with uniquely labeled Service Provider's tape.

- G. An oral, written or video orientation to the IID shall be developed and delivered by the Service Provider to the participant and other persons who may drive the motor vehicle, including information on the use and maintenance of the device as well as all service center locations, and procedures for regular and emergency servicing. A demonstration IID will be available at the installation site for use in the training of customers.
- H. If, during the installation, the offender fails to pass the initial breath test, the installation shall be halted and the DMV notified.
- I. The Service Provider shall maintain a toll-free 24-hour emergency phone service that may be used to request assistance in the event of failure of the IID or motor vehicle problems related to operation of the IID. The assistance provided shall include technical information, and aid in obtaining towing and/or roadside service. The expense of towing and roadside service shall be borne by the participant unless it is determined by the DMV that the IID failed through no fault of the offender, in which case the Service Provider shall be responsible for applicable expenses. The IID shall be made functional within 48 hours of the call for assistance or the IID shall be replaced.
- J. At the time of device installation, a Service Provider may charge an installation fee. The maximum permissible cost for installation shall be set by the DMV; the Service Provider shall not be permitted to exceed the maximum fee established by the DMV. The Service Provider shall establish a payment plan for participants. The plan shall be administered by the Service Provider and the participant shall make all payments under the plan to the Service Provider. The Service Provider shall further develop and implement an indigent plan for impoverished persons, the DMV will approve applicants for the indigent plan and forward the approvals to the Service Provider.
- K. In addition to the maximum fee permitted, Service Provider may collect applicable taxes and charge for optional insurance to cover device theft or accidental damage. Optional insurance shall be offered by the Service Provider, and a written copy of the insurance policy stating clearly the applicable coverages, coverage amounts, conditions, and exclusions shall be given to offenders who purchase the insurance. As permitted by law, and upon approval of the DMV, other reasonable fees may be permitted for returned checks, etc. No installation fees shall be collected from the user until such services have been provided.
- L. No later than the first service appointment, the offender shall provide to the Service Provider a statement from the licensed drivers who will be driving the offender's motor vehicle acknowledging their understanding of the requirements of the use of the IID.

VII. Calibration and Monitoring Visit

- A. Only calibration units (i) found on the current National Highway Traffic Safety Administration's Conforming Products List of Calibrating Units for Breath Alcohol Testers or (ii) approved by the DMV shall be used by the Service Provider to calibrate IIDs.
- B. The participant must present photo identification to the Service Provider for all required services. The Service Provider shall:

1. Provide service and monitoring of the IID every 30 days; the offender will be given a five day grace period to have the device inspected. All IID calibrations shall occur at a Service Provider's interlock service facility unless otherwise approved by the DMV.
2. Calibrate the IID at each service appointment using a dry gas or wet bath reference sample. The Service Provider shall ensure that dry gas and wet bath reference values are adjusted in a manner approved by the DMV.
3. Calibrate the IID for accuracy by using a wet bath simulator or dry gas alcohol standard with an alcohol reference value between .030 and .050 g/210L.
4. Expel a three-second purge from the wet bath simulator or dry gas standard prior to introducing the alcohol reference sample into the IID.
5. Perform an accuracy check that will consist of two consecutive reference checks with the result of each individual check being within plus or minus 10% or 0.003, whichever is smaller, of the alcohol reference value introduced into the IID. The time period between the first and second consecutive accuracy check shall not exceed five minutes.
6. House and use wet bath simulators in environmentally stable, temperature controlled, setting. Wet bath simulators shall contain mercury-in-glass thermometers or digital thermometers. The thermometers shall read 34° C, plus or minus 0.2° C, during analysis and be certified annually using a National Institute of Standards and Technology traceable digital reference thermometer. In addition, the Service Provider shall use alcohol reference solutions prepared and tested in a laboratory with reference values traceable to the National Institute of Standards and Technology. The 500 ml bottles containing simulator solution shall be tamper proof and labeled with the lot or batch number, value of the reference sample in g/210L, and date of preparation or expiration. Alcohol reference solutions must be used prior to expiration and within one year from the date of preparation. In addition, wet bath simulator solutions shall be replaced every 30 days or prior to every 30th test, whichever occurs first. A sticker shall be placed on the wet bath simulator indicating the date of most recent simulator solution replacement. A written logbook or electronic database recording the date and result of each simulator test shall be maintained onsite.
7. Store dry gas alcohol standard tanks in a manner consistent with the gas manufacturer's specifications. The dry gas tanks shall have a label attached that contains the components and concentration of the reference value of the gas, and expiration date that shall not be longer than three years from the date of preparation, and the lot or batch number. Dry gas alcohol standards must be certified to a known reference value and be traceable to the National Institute of Standards and Technology. The reference value shall be adjusted for changes in elevation and pressure. The Service Provider shall possess a certificate of analysis from the dry gas standard manufacturer. Dry gas tanks shall be secured in a manner as to prevent harm to the public.
8. Retrieve data from the IID data log for the previous period and electronically submit it to the DMV within 24 hours of calibration.
9. Record the odometer reading of the motor vehicle in which the IID is installed.

10. Check the IID and wiring for signs of circumvention or tampering, and electronically report violations to the DMV within 24 hours of servicing.
 11. Collect the monthly monitoring fee from the offender. If an offender who has not been previously approved through the indigent program and is three or more months delinquent in payments, the Service Provider may, at its discretion, refuse to provide calibration services, but shall not remove the IID without authorization from the DMV.
 12. Verify that the offender has a photo identification prior to calibrating the IID if photo identification was not already presented at the time of installation.
 13. Conform to other calibration requirements established by the DMV, as applicable.
- C. All malfunctions of the IID shall be repaired or the IID replaced by the Service Provider within 48 hours at no additional expense of the offender. If it is shown that the malfunction is due to damage to the device as a result of mistreatment or improper use, and the offender has not purchased optional insurance, then the offender shall be responsible for the applicable repair fees.
 - D. A certified technician shall be available at the service center during specified hours to answer questions and to deal with mechanical concerns that may arise with a motor vehicle as a result of the IID.
 - E. The IID shall record, at a minimum, the following data:
 1. The time and date of failed breath tests.
 2. The time and date of passed breath tests.
 3. The breath alcohol level of all tests.
 4. The time and date of attempts to tamper or circumvent the IID.
 5. A photo of all persons delivering an accepted breath test sample for analysis by the IID.
 6. A reference photo of the offender.
 - F. At the time of device calibration, the Service Provider may charge a monthly monitoring fee. The maximum permissible cost for monitoring and calibration shall not exceed \$75.00 per month. The Service Provider shall not be permitted to exceed the maximum fee established by the DMV. A portion of these fees shall include costs for offender indigent funds. In addition to the maximum fee permitted, the Service Provider may collect applicable taxes and charge for optional insurance to cover device theft and accidental damage. As permitted by law, and upon approval of the DMV, other reasonable fees may be permitted for returned checks, missed appointments, etc. Fees for the first monthly monitoring and calibration visit will be collected from the user in advance at the time of installation and monthly thereafter when services are rendered.
 - G. The Service Provider is not allowed to require monthly calibration dates of a shorter duration than those required by the Delaware Code.

VIII. IID Removal

- A. Prior to removal of the IID, the Service Provider must receive written or electronic authorization from the DMV.

- B. Participants may not have their IID removed or replaced without written or electronic authorization from the DMV. Whenever removal of an IID is approved by the DMV for the purpose of changing Service Providers and the authorized removal is a result of determination that the initial Service Provider failed to provide a level of service meeting contract requirements, the ignition interlock regulations, or the Delaware Code, the original Service Provider shall bear the costs associated with installation of the device by the new Service Provider.
- C. If, at the time of removal, the Service Provider notices BAC readings at or above .02 they are to notify the DMV for approval before the removal is made.
- D. Once the IID has been removed, the Service Provider shall send an authorized removal report to the DMV via a method established by the DMV documenting that the IID has been removed and that all fees have been paid. Once verification of an authorized removal has been received by the DMV, the participant will be notified that they have successfully completed the program requirements.
- E. Whenever an IID is removed, all components of the motor vehicle altered by the installation or servicing of the IID, shall be restored to their original, pre-installation condition and removed in a manner so as not to impair the continued safe operation of the vehicle. All severed wires shall be permanently reconnected (soldered) and properly insulated with heat shrink tubing or its equivalent. A DMV approved, post-inspection checklist of the vehicle shall be completed after removal of the device, documenting that the vehicle or vehicles did or did not suffer damage due to interlock services provided by the Service Provider. A copy of the post-inspection checklist shall be placed in the offender's file.
- F. No fee shall be charged to the offender for removal of the IID.
- G. No offender or person accompanying the offender shall be permitted to observe the removal of the IID.

IX. Records and Reporting

- A. The Service Provider shall be subject to announced or unannounced site reviews for the purpose of inspecting the facilities and offender records. Upon request, access to all Service Provider locations, records, and financial information shall be provided to the DMV for the purpose of verifying compliance with state law, Delaware regulations, and the Service Provider's agreement.
- B. In accordance with federal confidentiality guidelines, all personal and medical information provided to the Service Provider regarding offenders shall be kept confidential. If the information is temporarily held at the offender's service center, it shall be stored in a locked filing cabinet when unattended by a Service Provider's employee.
- C. After installing an IID, the Service Provider shall provide the DMV with an installation report, within 24 hours, that includes:
 - 1. The name, address, and telephone number of the offender.
 - 2. The owner, make, model, year, vehicle identification number (VIN), license plate number, and registration information of the motor vehicle.
 - 3. The serial number of the installed IID and camera.

- D. After performing a monitoring and calibration check, the Service Provider shall submit to the DMV, within 24 hours, all data generated to include:
1. Name of the offender whose device was monitored.
 2. Name, address, and telephone number of the monitoring official.
 3. Date of monitoring and calibration.
 4. Motor vehicle make, model, year, identification number, and odometer reading.
 5. Number of miles driven during the monitoring period.
 6. Make, model, and serial number of the IID and camera.
 7. Any change out of the device (handset or control box) and reason for the change out.
 8. Any data indicating that the offender has attempted to start or drive the motor vehicle with a positive BAC at or above the fail point.
 9. Any attempts to alter, tamper, circumvent, bypass or otherwise remove the device.
 10. Any noncompliance with conditions of the DMV or interlock program.
 11. Any offender concerns.
 12. All charges incurred for the monitoring visit.
 13. Date of next scheduled monitoring visit.
 14. A photo of all persons who have delivered an accepted breath test sample or missed a retest on the IID.
 15. A reference photo of the offender.
- E. In addition, the Service Provider shall submit monthly reports detailing:
1. All installations during the period covered.
 2. All calibrations performed during the period, by date and offender name, detailing any unit replacements made during the monitoring period.
 3. All data logger information from all IIDs.
 4. Any evidence of misuse, abuse, or attempts to tamper with the IID.
 5. Any device failure due to material defect or improper installation.
 6. A summary of complaints received and corrective action taken.
- F. The Service Provider shall be responsible for purchasing and providing necessary computer hardware and software to convey all data and information requested by the DMV if the equipment is not already present at the DMV.
- G. Accurate reports shall be submitted electronically to the DMV.
- H. If requested, a copy of the IID violation report may be provided to the participant by the state Director.

X. General Requirements

The Service Provider shall:

- A. Abide by all DMV memorandums, directives, contract terms, and regulations pertaining to the statewide ignition interlock program unless prohibited by state law.
- B. Resolve offender, court, DMV and other stakeholder complaints as directed by the DMV.
- C. Install all DMV authorized IIDs within the time parameters set forth by the DMV. In situations where a service facility or facilities become inoperable due to a large scale weather event or some other verified unforeseen circumstances, the Service Provider shall contact the DMV within 24 hours with an action plan to mitigate the impact to customer service.
- D. Resolve service facility compliance issues as directed by the DMV.
- E. Obtain approval from the DMV before disseminating any offender training or advertising materials used in association with the program.
- F. Make modifications to the Service Provider's website that is used to review monthly calibration reports, upon reasonable request by the DMV. Reasonable requests include, but are not limited to, changes due to language that is confusing, misleading, offensive, or inaccurate; changes required due to updated technology; changes to the Delaware Code or the ignition interlock regulations; changes in workload; or changes in product enhancements.
- G. Assume full liability for action taken or not taken by the DMV due to an inaccurate or misleading report, whether electronic or hard copy, provided by the Service Provider.
- H. Be accountable for Delaware offenders with IIDs installed by its company in another state and ensure that all Delaware interlock processes, regulations, requests for proposal terms, contract terms, and DMV requirements are met unless prohibited by state law.
- I. Notify the DMV within 15 days of disciplinary action received from a state where the Service Provider conducts or has conducted ignition interlock business. This notification shall include the reason for the disciplinary action. This requirement applies regardless of the existence of an appeal.
- J. Provide information technology assistance and training, upon reasonable request to the DMV.
- K. Provide literature promoting its device to the DMV and for distribution.
- L. Report all changes to the IID software or firmware, whether temporary or permanent, to the DMV within 30 days of release in the State of Delaware.
- M. In the event of reported vehicle damage, alleged to be due to the Service Provider's IID or workmanship:
 - 1. Give immediate notice to the DMV once becoming aware of the alleged damage.
 - 2. Refrain from modifying or removing the IID or its wiring until approved by the DMV.
 - 3. Exhibit the damaged property to the DMV upon request.
 - 4. Provide applicable records and documents to the DMV upon request, and permit copies to be made.

The DMV, at its discretion, reserves the right to hire a qualified, independent expert to examine the vehicle and provide a report that includes an opinion as to the proximate cause of the damage and a repair or replacement estimate. In the event that the damage is determined to be attributable to the Service Provider's IID or workmanship, the Service Provider shall indemnify the offender for the costs as estimated by the independent expert. In addition, the Service Provider shall pay for the reasonable cost of the independent expert's report. In the event it is determined the damage is caused by tampering of the offender; costs for repair, replacement and costs of the independent expert shall be incurred by the offender.

XI. Technician Certification

A. The Service Provider's state Director and technicians are required to possess a Delaware Ignition Interlock Certification Letter to perform ignition interlock services in the State of Delaware. Newly hired technicians, however, may perform ignition interlock services under the direct supervision of a certified technician for training purposes for up to 90 days prior to obtaining a Delaware Ignition Interlock Certification Letter. The certification application shall include submission of:

1. A completed applicant form provided by the DMV.
2. A complete local and national criminal history check.
3. A complete driver's record.
4. Cannot have been suspended or revoked within the past five years.
5. Documentation issued by the DMV of successful completion of the Delaware Ignition Interlock Certification Exam.

Failure to submit a completed application will result in disqualification from consideration for a Delaware Ignition Interlock Certification Letter by the DMV to perform ignition interlock services in the State of Delaware. The DMV reserves the right to deny a certification letter to a Service Provider, technician, or state Director due to concerns identified in the application to include, but not limited to, criminal history background and driver's transcript issues.

B. Applicants shall be required to complete a Delaware Ignition Interlock Certification Exam. Successful completion of the exam requires a score of 80% or higher. Applicants who fail to successfully complete the state certification exam on the first attempt shall be allowed a second opportunity to successfully complete the exam. Applicants who fail to successfully complete the state certification exam in the second attempt shall not be allowed to reapply to provide ignition interlock services for the State of Delaware for six months from the date of the second failed exam. Applicants who successfully pass the state certification exam will receive documentation of successful completion from the DMV that shall be submitted with the application for a Delaware Ignition Interlock Certification Letter to perform ignition interlock services in the State of Delaware.

C. The DMV may revoke, suspend, or terminate a previously issued Delaware Ignition Interlock Certification Letter for the Service Provider, technician, or state Director for any of the following reasons:

1. The technician or state Director is convicted of a felony.

2. The technician or state Director is convicted of a misdemeanor potentially punishable by confinement.
 3. The technician or state Director commits an unethical or dishonest act that negatively impacts the integrity of the program.
 4. The technician or state Director fails to demonstrate the ability to consistently comply with ordinances, statutes, administrative rules, or court orders, whether at the local, state, or federal level.
 5. The technician or state Director fails to demonstrate possession of the knowledge required to perform ignition interlock services in the State of Delaware.
- D. A Service Provider, technician, or state Director whose Delaware Ignition Interlock Certification Letter has been suspended or revoked may request, within 15 days of notification, a hearing with the DMV to contest the decision. In the event that the decision to suspend or revoke the Delaware Ignition Interlock Certificate Letter of a Service Provider's technician or state Director is upheld, the technician or state Director shall not perform interlock services in the State of Delaware for the entire suspension period, to include any period of contest, or in the case of a revocation or termination, on a permanent basis. The Service Provider is required to return the Delaware Ignition Interlock Certification Letter to the DMV within 15 days of the date that the certification was suspended, revoked, or terminated, by the DMV.
- E. Once the completed application has been approved by the DMV and all other qualifications have been met by the applicant, a Delaware Ignition Interlock Certification Letter to perform ignition interlock services in the State of Delaware shall be issued to the applicant by the DMV. The certification letter shall contain the effective date of the letter and a certification number specific to the applicant. The certification letter will be valid for a time period specified by the DMV unless otherwise suspended, revoked, or terminated but for no longer than the Service Provider's contract end date. In the event that an applicant is not approved to perform interlock services in the State of Delaware, the DMV will notify the Service Provider in writing within 10 days of the determination. The Delaware Ignition Interlock Certification Letter is subject to review by the DMV at its discretion during the course of the certification period.
- F. An application to renew a Delaware Ignition Interlock Certification Letter for a technician or state Director shall be submitted 30 days prior to the expiration date printed on the current certification letter. A technician or state Director who has had his/her state certification revoked or terminated shall be ineligible to reapply for a Delaware Ignition Interlock Certification Letter unless otherwise approved by the DMV.
- G. The Service Provider is required to surrender Delaware Ignition Interlock Certification Letters for technicians and the state Director if they are no longer employed with their company. The surrendered certification letter shall be sent to the DMV within 15 days of the date that the technician or state Director is no longer employed with the Service Provider.
- H. In addition to the successful completion of the Delaware Ignition Interlock Certification Exam, the DMV may order that a technician or state Director performing ignition interlock services in the State

of Delaware review requirements and retake the exam to demonstrate that the technician or state Director possesses the knowledge required to perform ignition interlock services in the State of Delaware.

PARTICIPATION FEES & COMPENSATION

The fee that the Service Provider receives from the participant in the program shall constitute the sole compensation for performing IID program services.

QUESTIONS

Questions are to be submitted to DOT.Profservices@state.de.us. In order to ensure a timely response, questions must be submitted according to the Procurement Schedule. The Department's response to questions, along with this RFP and related information, are posted on the State of Delaware Bid Solicitation Directory Website: <http://www.bids.delaware.gov/>.

PROCUREMENT SCHEDULE

Action Item	Date	Time
Deadline for Questions to ensure response:	Ten (10) business days prior to the proposal due date	2:00 P.M. Local Time
Final Response to Questions posted by:	Five (5) business days prior to the proposal due date	2:00 P.M. Local Time
Proposals Due by:*	Thursday, September 27, 2018	2:00 P.M. Local Time

NOTE: Only asterisk (*) marked date changes will be communicated (via posted Addendums).

PROPOSAL REQUIREMENTS

Interested firms must submit the material required herein or they may not be considered for the project:

1. Proposals must be received prior to the Submission due date and time indicated above.

Facsimile and E-mail responses to this RFP are not acceptable. No response hand-delivered or otherwise will be accepted after the above date and time. It is the responsibility of the submitter to ensure the Proposal is received on time. DelDOT's time is considered the official time for determining the cut-off for accepting submissions. To be considered for this agreement, firms must submit the Proposal as set forth herein. Any variation, including additions, may negatively impact the scoring.

Proposals are to be delivered to:

Contract Administration – RFP 1897-1898
Delaware Department of Transportation
800 Bay Road
Dover, DE 19901

Should the office be closed at the time responses are due (such as an unexpected event or inclement weather) the submission due date shall be the following business day, at the time originally scheduled.

2. **Submit one (1) original and five (5) hard copies** of the Proposal. Receipt of insufficient copies or non-compliance with providing the requested information in the desired format, may negatively impact the scoring.
3. **Submit two (2) pdf format electronic copies** (e.g. CD, flash drive) of the Proposal; one original and one a redacted copy. The original must be a .pdf file of the original signed proposal as submitted and should be clearly marked “Original”. The redacted copy must be a .pdf file of the original signed proposal with any proprietary or confidential information redacted, and this copy should be clearly marked as “Redacted”. Electronic copies are to be submitted with the printed Proposal. The electronic redacted copy is required even if the submission contains no proprietary or confidential information.

To determine what information may be considered proprietary or confidential and may be redacted from their Proposal, firms should review Delaware’s Freedom of Information Regulations here; <http://regulations.delaware.gov/AdminCode/title8/1400.shtml#TopOfPage>. Under Delaware FOIA law, 29 Del. C. §10002(l)(2), “Trade secrets and commercial or financial information...which is of a privileged or confidential nature” are “records that shall not be deemed public” and are therefore exempt from disclosure under FOIA.

4. **Letters of Interest**

Letters of Interest should be tabbed and collated in the following order:

Cover Page (one per set, limited to one page, single sided) - The cover page will serve as a letter of introduction and should identify the Service Provider. It must include the RFP number, Service Provider’s name, address, contact person and title, contact person's telephone number, fax, and email. It must be signed by someone authorized to commit the company to the statements made in the proposal.

Table of Contents - (one per set, limited to one page) Include section numbers and page numbers.

Section 1 - Statement of Understanding - State in succinct terms your understanding of the services required by this RFP.

Section 2 - Organizational Chart - (1 per set) Limited to one page, single sided.

Section 3 - Key Staff - Provide a description of your project team including where each key staff member is physically located, their responsibilities on this project, and how long each person has been with your company. Identify the liaison who will work closely with the interlock program staff member representing DMV. Provide resumes for each key staff member, limited to one page, single sided.

Section 4 - Technical Approach This section shall address each Service Provider’s ability to meet the specifications as detailed in the RFP. Provide a detailed description of your approach to delivering the required services that includes:

1. Plan for ensuring the DMV interlock program staff member will receive accurate and timely notifications of infractions (i.e. a detailed report to include violations);
2. Locations and operating times for service centers located in each of the three (3) counties in Delaware;
3. De-certification strategy for service centers who fail to comply with state rules and regulations;
4. A listing of current equipment which will be certified acceptable by DMV;
5. Accountability and use of fair business practices for those Service Providers who have been designated as installers;
6. A look at how Service Provider deals with tampering and circumvention;
7. A “Notice of Intent to Modify” procedure.
8. The ability of the Service Provider to offer a system and reporting method that ensures security of records.

In addition, the selected Service Provider’s must submit a detailed description of how the offer will provide each of the products outlined in this RFP to include maintenance, warranty, and calibration requirements. Descriptions of any enhancements or additional services or qualifications the offer will provide that are not mentioned in this RFP may also be provided.

Section 5 – IID Information

1. The name and address of the IID manufacturer(s);
2. The name and model number of the IID(s);
3. A detailed description of the device including drawings, schematics, wiring protocols, and instructions for its installation and operation.

Section 6 - Training Support & Documentation – Provide a detailed description of your approach and experience with providing training to support the products you propose. Provide information on the staff member(s) that will be providing this service, citing their experience in providing training of similar types to other agencies or organizations.

Section 7 – Firm’s Experience – Provide a description of the firm’s past experience (minimum of three projects) in providing the required service. In addition, please provide the following:

1. Anticipated number of trained/certified staff required to properly install and maintain devices.
2. Details on certification/licensing obtained by technicians working at the service centers.
3. Client references – document the firm’s experience on similar projects including type of services provided and installation locations. References should not be older than 5 years from the date of completion. The references must include **verified** addresses and telephone numbers, contact persons, and a brief description of services that have been provided similar to those described by Delaware DOT for this project.

5. **Joint venture** submissions will not be considered.

6. **DelDOT reserves the right to reject** any and all submissions. Submissions become property of the Department and shall be retained electronically for a minimum period of three (3) years from the date of receipt. DelDOT reserves the right to any and all ideas included in this response without incurring any obligations to the responding firms or committing to procurement of the proposed services.
7. **Required Certification Forms.** All firms responding to the RFP must complete and return the submission forms located in ‘Appendix A’ of this document.

No promotional materials or brochures are to be included as part of the submission.

RATING CRITERIA

#	Criteria Description:	Weight
1	The Service Provider’s ability to meet the specifications and program requirements as detailed in the RFP	25%
2	Key Staff and Experience	25%
3	Demonstrated understanding of IID program and objectives	25%
4	System and reporting method that ensures confidentiality and security of records	15%
5	Completeness of submission to include clarity and readability	10%
TOTAL :		100%

OVERVIEW OF SELECTION PROCESS

- This is a single phase solicitation process with the availability for discussions with four (4) of the most highly qualified firms. Based upon the listed criteria and evaluation of each firm’s submitted proposal, the Selection Committee may decide if a small sample task and/or discussions will be held with the most highly qualified consultants. If discussions are held, they will serve to clarify the technical approach, qualifications, and capabilities provided in response to the RFP, after which the committee will determine the ranking of the candidate firms.
- The Selection Committee will score each firm’s submitted proposal which determines individual ranking. The Department’s ranking is the combined ranking of all Committee members. Firms, in order of ranking, will have the opportunity to negotiate an agreement with the Department. If the Department cannot reach agreement with the highest ranked firm(s), the Department terminates negotiations and begins negotiations with the next highest ranked firm, and so on until an agreement is reached. The Department notifies via email the awarded firm(s) of the opportunity to enter into an agreement with the Department. This notification also includes information on the next steps for the agreement process.
- Selection Committee membership appointments are confidential. The Department’s Professional Services Procurement Manual may be viewed [here](#).

MISCELLANEOUS

The Department is not liable for any cost incurred by the consultant in the preparation or presentation of the Proposal.

Any individual, business, organization, corporation, consortium, partnership, joint venture, or any other entity including subconsultants currently debarred or suspended is ineligible to participate as a candidate for this process. Any entity ineligible to conduct business in the State of Delaware for any reason is ineligible to respond to the RFP.

The Department of Transportation will affirmatively insure individuals and businesses will not be discriminated against on the grounds of race, creed, color, sex, or national origin in consideration for an award. Minority business enterprises will be afforded full opportunity to submit bids/proposals in response to this invitation.

Department of Transportation
State of Delaware
By: Jennifer Cohan
Secretary
Dover, DE

Appendix A - REQUIRED FORMS

The following completed forms are required to be returned with each proposal:

- Certification of Eligibility
- Certificate Of Non-Collusion

CERTIFICATION OF ELIGIBILITY

Delaware Department of Transportation

Request for Proposal 1897-1898 – Ignition Interlock Device (IID) Installation and Monitoring Services

We have read Request for Proposal number 1897-1898 and fully understand the intent of the RFP as stated, certify that we have adequate personnel and knowledge to fulfill the requirements thereof, and agree to furnish such services in accordance with the contract documents as indicated should we be awarded the contract.

_____ hereby certifies that it is not included on the United States Comptroller General’s Consolidated List of Persons or Firms Currently Debarred for Violations of Various Public Contracts Incorporating Labor Standard Provisions.

_____ Signature of the Bidder or Offeror’s Authorized Official

_____ Name and Title of the Bidder or Offeror’s Authorized Official

_____ Date

Sworn and subscribed before me this _____ day of _____, 20__

Notary Public

My commission expires: _____ / _____ / 20__
Month Day Year

CERTIFICATE OF NON-COLLUSION

By submission of this bid, each bidder and each person signing on behalf of any bidder certifies, and in the case of a joint bid, each party thereto certifies as to its own organization, under penalty of perjury, that to the best of knowledge and belief:

- 1) The prices in this bid have been arrived at independently without collusion, consultation, communication, or agreement for the purpose of restricting to such prices, with any other bidder or with any competitor;
- 2) Unless otherwise required by law, the prices which have been quoted in this bid have not been knowingly disclosed by the Bidder and will not knowingly be disclosed by the Bidder prior to opening, directly or indirectly, to any other bidder or to any competitor; and
- 3) No attempt has been made or will be made by the Bidder to induce any other person, partnership or corporation to submit or not to submit a bid for the purpose of restricting competition.

_____ Signature of the Bidder or Offeror's Authorized Official

_____ Name and Title of the Bidder or Offeror's Authorized Official

_____ Date

Sworn and subscribed before me this _____ day of _____, 20__

Notary Public

My commission expires: _____ / _____ / 20____
Month Day Year