SOLICITATION FOR OFFER		BID DUE DATE AND TIME
BOARD OF SUPERVISORS OF LOUISIANA STATE UNIVERSITY AND AGRICULTURAL & MECHANICAL COLLEGE	LSU	**09/15/2020 02:00 PM CT**

SOLICITATION RFQ-0000001233

SUPPLIER #

SUPPLIER NAME AND ADDRESS

RETURN BID TO

Louisiana State University and Agricultural and Mechanical College
Procurement
213 Thomas Boyd Hall
Baton Rouge, LA 70803

Buyer Cynthia S Winey
Buyer Phone +1 (225) 578-1053
Buyer Email cwiney@lsu.edu
Issue Date 08/10/2020

TITLE: Selling Crash Reports Online

ADDENDUM 01: Notice is given to all parties that this Solicitation is amended by the University as stated herein. This Addendum is hereby made an official part of this solicitation. See attached for specification changes and respondent inquiries and responses.

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Addendum 01
RFQ-0000001233

Section 1.4 Offer Submittal is revised as follows:

Proposals must be submitted electronically to LSU Procurement Services until further notice. Bids must be emailed to lsubids@lsu.edu (This email address should be used for bid submissions only). An original and redacted copy (if applicable) must be submitted electronically. When submitting electronically, the RFQ number and solicitation title should be listed in the subject line of the email. If you have submitted a bid though USPS, FedEx, UPS or another mail carrier, it is your responsibility to send an additional copy electronically. Neither the physical bids nor late bids will be accepted. Any respondent who would like to view the opening of this bid can access the following link: ***https://lsu.zoom.us/meeting/register/tJcodO6rqT8uHNJddmyY0OD-UWWIXBniD6lH***. **Respondents will need to register in advance to attend bid opening utilizing this link and selecting the appropriate date for the bid. The link will be live at 2:00 PM CST on the date of bid opening and will provide live audio and video access to this bid opening. Please note that a 15 minute window is given for respondents to get logged in and the meeting will be locked at 2:15 PM; therefore, no one will be able to enter the bid opening after 2:15 PM.**

The proposal must be signed by those company officials or agents duly authorized to sign proposals or contracts on behalf of the organization. A certified copy of a board resolution granting such authority should be submitted.

RFQ# 0000001233
Opening Date: 9/15/2020
Opening Time: 2:00 PM CST

Late proposals will not be accepted and will be automatically disqualified from further consideration.

The proposal must be complete and must stand on its own merits. Failure to respond to any portion of the procurement document may result in rejection of the proposal as non-responsive. All proposals and any accompanying documentation become the property of LSU and will not be returned.

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Addendum 01
RFQ-0000001233
Supplier Inquiries and Responses

Q1) Will the Supplier retain ownership and control over the Crash Report Website resources, including related source-code, data, images, and graphics used for the website, or does CARTS envision taking ownership of these resources?

R1) Supplier will retain ownership of the website, source-code, images, etc. However, when it comes to the data itself, all data supplied by CARTS is under the ownership of CARTS and the supplier cannot use the data from the data feed or pdfs in any way except for the intent of this SFO.

Q2) Will the Supplier be responsible for choosing, setting up, and funding hosting for the Crash Report Website, or will the site be hosted by CARTS?

R2) Supplier is responsible for the website. This includes developing, hosting, funding, and all related costs of the website.

Q3) Will the Supplier be responsible for choosing and purchasing a domain name for the Crash Report Website, or will the site use an LSU-provided domain name?

R3) Supplier will be responsible for the domain and all costs associated with the domain.

Q4) Will the Supplier have an exclusive contract with CARTS and the law enforcement agencies for selling crash reports? If so, what is the initial duration of the contract?

R4) Under this SFO, the chosen Supplier has an exclusive award with CARTS. CARTS will not work with another supplier when it concerns selling crash reports online. Each law enforcement agency in the state can chose whichever vendor they want to sell their crash reports. The supplier, using a MOU with a law enforcement agency can have an exclusive contract with that law enforcement agency. The length of the MOU is between the supplier and the law enforcement agency. The benefit of going through CARTS is that CARTS is offering a one-stop shop for the entire state. CARTS will supply all needed information on behalf of law enforcement agencies (with a MOU) instead of the Supplier having to work with each agency and having multiple data feeds. Reference solicitation section 1.36 Term for the duration of the contract.

Q5) Are the CARTS data points for search results and crash report pdf download fully developed and currently available for use?

- **If not, can you confirm that these data points will be completed by CARTS before the start of this project, or will the Supplier be responsible for creating these data points?**

R5) The data points for search results and crash report pdf download are fully developed and currently available.

Q6) What technologies will these datapoints utilize (REST Web Api, Web Service, WCF endpoint, or some other technology?

R6) Currently we are using a Web Service, other options needed may be used and this could be modified to fit the need of the Supplier.

Q7) How many law enforcement agencies are currently in the State of Louisiana?

R7) Approximately 300.

Q8) Are all Louisiana law enforcement agencies currently required to upload crash reports to CARTS?

- **If not, how many law enforcement agencies currently participate in uploading crash reports to CARTS?**

R8) All law enforcement agencies submit their crash data to the state. CARTS is contracted by the state to collect all the crash data. CARTS also handles the state's free crash reporting application (LACRASH) used to collect nearly 60% of all crash reports. This SFO is concerned with the law enforcement agencies utilizing the states crash application (LACRASH), which is nearly 250 agencies. Currently, about 70 of these 250 agencies have a MOU with the current Supplier and are selling their reports online. It should be noted that the established MOUs with the current Supplier would have to be re-established under a new Supplier. The established MOUs do not automatically transfer.

39% of crash reports are currently collect by two third party crash applications. There is no reason why this RPF cannot work with either third party vendor if they chose to participate. This is roughly 4 agencies.

1% of crash reports are collected by paper. This SFO does not address paper reports. This is nearly 40 agencies.

Q9) Can we assume any participating law enforcement agency uploads 100% of their crash reports to CARTS?

- **If they upload less than 100%, can you give an estimate of what percentage is uploaded?**

R9) We can assume law enforcement agencies send 100% of their reportable crashes. CARTS does monitor their submissions and works with the agencies to collect their reports.

Q10) How soon after an accident are crash reports uploaded to the CARTS system?

R10) The electronic crash data submission in the state has been averaging about 7-8 days for the past few years.

Q11) Can you provide information on the total number of crash reports collected yearly by CARTS, for the last 2-3 years?

R11) Approximately 163,000 crash reports were collected by CARTS on a yearly basis over the past three years. Please see response to question 8 for more detailed information.

Q12) Can you provide information on the number of crash reports uploaded per law enforcement agency for the last 2-3 years? (Average number per agency and/or upper and lower bounds).

R12) 2019
http://datareports.lsu.edu/Reports/Measures/2019/ALL/ALL_ALL_TIMELINESS.asp?p=pm&sec=ALLTIMELINESS&yr=2019

2018
http://datareports.lsu.edu/Reports/Measures/2018/ALL/ALL_ALL_TIMELINESS.asp?p=pm&sec=ALLTIMELINESS&yr=2018

2017
http://datareports.lsu.edu/Reports/Measures/2017/ALL/ALL_ALL_TIMELINESS.asp?p=pm&sec=ALLTIMELINESS&yr=2017

Please see response to Q8 for more detailed information.

Q13) How many of these agencies have expressed interest in using CARTS online request system?

R13) Currently there are approximately 70 agencies using CARTS online request system with about 5,500 reports sold monthly. It should be noted that the established MOUs with the current Supplier would have to be re-established under a new Supplier. The established MOUs do not automatically transfer.

Q14) Do you have any information on how much these law enforcement agencies plan to charge for crash reports in the new online system (a range or estimate is fine)?

R14) The price is typically between $8 – $14.

Q15) Can you provide details on how crash report requests are currently handled by law enforcement agencies?

- **Are individuals, insurance companies, law firms, and news outlets currently able to request crash reports?**
- **Are the reports currently available for free, for purchase, or both?**
  - **If crash reports are currently available for purchase, can you provide data on how many crash reports were purchased over the last 2-3 years?**
  - **What is the current price range, and average price per crash report?**
  - **How are payments currently handled?**
- **What options are currently available for requesting crash reports (in-person, by phone, or are there any existing online options)?**
  - **In each case how are the reports delivered to the purchasing party?**

R15) See Section 2.2.2 mentions that "The purchase of a crash report shall be limited to those individuals permitted to obtain a copy of the crash report as outlined in Louisiana Revised Statute".

Price of the report is set by the agency, see response to Q14.

Agencies can sell their reports within their agency. We do not know information on how many reports are sold using this method. See response to Q13.

Q16) Section 2.2.5 mentions the "Supplier will offer a customizable webpage for individual law enforcement agencies."

- **Does CARTS envision a separate url and landing page for each law enforcement agency, where the search and purchase will be conducted, or does it envision a centralized url / page for search and purchase, where the customized department information will be displayed once the crash report is accessed?**
    - **For example, if person A wanted to purchase a crash report from the Baton Rouge Police Department, and person B wanted to purchase a crash report from the Louisiana State Police, would they both go to the same central website / url to search for the report, or would they need to go to the custom pages for BRPD and State Police respectively?**

R16) CARTS envisions one main domain http://URL. From this URL, the person can search for the appropriate agency. Once that agency is selected, the customize page for that agency should appear.

Q17) Section 2.2.2 mentions that "The purchase of a crash report shall be limited to those individuals permitted to obtain a copy of the crash report as outlined in Louisiana Revised Statute".

- **How will the identity of individuals involved in the crash be verified?**
- **How will parents or guardians of individuals in the crash be verified?**
- **How will the identity of permitted insurance companies, law firms, and news organizations be verified?**
- **Does the CARTS system and existing data points have the all of the data needed for these verifications, or will the website need to communicate with some other system for verification?**

R17) Verification will be performed by the questions chosen by the agency. CARTS will supply data points to the Supplier for answers to the questions. Please reference the first paragraph under Section 2: Scope of work within the SFO for more details.

Q18) Section 2.2.4 mentions "Supplier will arrange a payment process with each agency and not charge the agency any costs for selling their crash reports."

- **This seems to conflict with the premise that the Supplier will charge a processing fee for each crash report sold on the system. Can you please confirm / clarify?**

R18) If a law enforcement agency wants to sell their reports for $10 each, then the Supplier will pay the agency $10 for each crash report they sell on their behalf. The supplier can charge a convenience fee for each report sold, not to be higher than $6. The convenience fee will be split between CARTS and the Supplier as specified in the Supplier's proposal.

Q19) Both section 2.1.13 and Section 2.2.11 state the "Supplier must demonstrate experience selling crash reports online for other states. Supplier must currently be providing services for selling crash reports to other states and provide references from at least three (3) other states that are comparable with Louisiana."

- **Can you confirm that this requirement means that any company that is not currently providing crash report services to at least 3 other states does not qualify to be selected for this project?**

- **If so, we think that this requirement may be unnecessarily restrictive. An experienced software development company with eCommerce experience can successfully deliver all of the requirements of this project, without necessarily having any prior experience selling crash reports in other states.**
- **Will you consider removing this requirement to allow a broader field of companies to compete for the project?**
    - **If not, can you please provide your reasoning for the requirement?**

R19) We will consider companies that do not meet this requirement, but it is our preference that this criteria is meet.

Q20) We see the incumbent seems to be LexisNexis. Is this a renewal RFQ or are the services of the incumbent unsatisfactory in some way?

R20) This is a rebid SFO due to no remaining renewal options left on the contract.

Q21) How many agencies are currently participating? How many additional agencies are expected to participate and require MOUs?

R21) Currently there are approximately 70 agencies using CARTS online request system. It should be noted that are current MOUs with the current Supplier would have to be re-established under a new Supplier. The current MOUs do not automatically transfer. Additional agencies are up to the Supplier. It is encouraged for the Supplier to makes contacts and promotes the MOU to increase volume.

Q22) What is the average transactional frequency for purchasing crash reports?

R22) CARTS receives crash reports on a daily basis. CARTS will supply the Supplier with the index data for agencies with a signed MOU on a daily basis.

Q23) Will the website need to have all the reports uploaded for immediate delivery to the customer, or will the Website Manager notify law enforcement officials once an order has been made by a customer requesting a report?

R23) CARTS will have all the PDFs of the reports, not the Supplier. Once the credit card payment transaction has been approved by the Supplier for a purchase of a crash report, the Supplier's transactional services will notify CARTS via a webservice and CARTS will supply the needed PDF. The Supplier should not store the PDF nor do anything with the data within the PDF.

Q24) How many years back can a customer order a Crash Report?

R24) We have 5 years of data at anytime. However if a crash report is needed that is older than 5 years, we can work with the Supplier to provide the report.

Q25) How will the individuals managing the website be compensated, by incorporating a fee inside the report fee, or by receiving a set monthly payment, etc.?

R25) Supplier will charge a convenience fee for each crash report sold. The convenience fee will be split between CARTS and the Supplier as specified in the Supplier's proposal.

Q26) Section 1.7 ("Data Security") of the SFO references several university policy statements. Since the SFO itself does not include the text of these documents, we respectfully ask LSU to share them to ensure that we are reviewing the latest versions. Presently, https://www.lsu.edu/policies/ links to the following versions:

- **PS-30 (Student Privacy Rights) – last revised 8/28/2013**
- **PS-113 (Social Security Number Policy) – last revised 4/1/2016**
- **PS-114 (Security of Computing Resources Policy) – last revised 4/1/2016**

R26) The link referenced above contains all of the latest versions.

Q27) Section 1.41.1 ("Audit of Persons Submitting Cost of Pricing Data") states that "[t]he university may, at reasonable times and places, audit the books and records of any person who has submitted cost or pricing data to the extent that such books and records relate to such cost or pricing data."

- **Could LSU please clarify why this requirement focuses on "person" instead of a term like "corporate entity," "supplier," or "contractor or subcontractor?"**

R27) Person in this instance means the company/individual submitting the proposal.

Q28) With respect to the data points for crash reports listed in Section 2 ("Scope of Work") of the SFO:

- **What is the definition of "parish code"?**
- **What is the definition of "revision number"?**

R28) Parish code is just a number that represents a parish within Louisiana. For example, parish code 16 may represent East Baton Rouge Parish. Revision Number is the revision of a crash report. The first time a report is sent to the state, the revision number is 0. If an officer makes modifications to the report and it is approved and sent back to the state, the revision number will be 1.

Q29) Section 2.1.1, Who is the incumbent Supplier of crash report data?

R29) Lexis Nexis

Q30) Section 2.1.1, Will law enforcement agencies be allowed to sell crash report data outside of the new system?

R30) Law enforcement agencies own their crash reports. They can sell their reports at their agency.

Q31) Section 2.1.1, Is there a desired go-live date for the new Supplier's system?

R31) July 1, 2021.

Q32) Section 2.2.4, Please provide the price of crash reports for each law enforcement agencies throughout the state.

R32) Price of the report is set by the agency, see response to Q14.

Q33) Section 2.2.6, Is there a current processing fee paid to CARTS? If so, what is the current processing fee?

R33) The current processing fee is $3.

Q34) Section 2.2.11, Please provide the annual volume of transactions and dollars processed for all crash reports sold over the last 5 years.

R34) We do not know the annual volume of transactions and dollars processed for all crash reports sold over the last 5 years. The volume of crash reports sold consist of reports sold at the individual police agency, agency specific vendors, and the current CARTS online application. As for as the CARTS online application, approximately 66,000 reports are sold yearly. This amount depends on the number of law enforcement agencies participating in the system. It should be noted that the established MOUs with the current Supplier would have to be re-established under a new Supplier. The established MOUs do not automatically transfer.

Likewise the annual dollar amount depend price of the crash report established by the law enforcement agency and the established convenience fee set by the Supplier. We do not have a total dollar amount for all crash reports sold, as we do not have the dollar amount each law enforcement agency charges for their report.

Q35) Is it required for the supplier to have experience in selling crash reports online on behalf of other states?

R35) It is not required, but preferred.

Q36) Reading the RFP, it is our understanding that supplier will engage with each law enforcement agency and be paid by them for using the service?

R36) The Supplier will engage law enforcement agencies and will have to have a MOU with the agency. The Supplier charges a fee for each report sold. The fee comprises the agency cost of the crash report and the convenience fee set by the Supplier. The Supplier will pay the law enforcement agency the total cost of their report and will split the convenience fee with CARTS.

Q37) How many crash reports are sold each year?

R37) Please see response to Q34.

Q38) How many law enforcement agencies are being considered for this service?

R38) Currently, about 70 law enforcement agencies have a MOU with the current Supplier and are selling their reports online. It should be noted that the established MOUs with the current Supplier would have to be re-established under a new Supplier. The established MOUs do not automatically transfer.

Q39) Are you looking for commercial off-the-shelf solution for this project or a custom solution is acceptable?

R39) Either is acceptable.

Q40) What is the timeline to implement this system?

R40) See response to Q31.

Q41) What is the timeline to onboard each of the law enforcement agencies and is the supplier expected to provide training?

R41) See response to Q31. No training is necessary. CARTS provides everything on behalf of the law enforcement agency. A MOU is just needed by each law enforcement agency allowing CARTS to provide information on their behalf.

Q42) Can you list types of potential buyers?

R42) As stated in section 2.2.2 of the SFO, The reports required by this Section, and the information contained in the reports, shall be confidential, shall be exempt from the provisions of LA R.S. 44:1 et seq., and shall be made available only: to the parties to the accident, parents or guardians of a minor who is a party to the accident, and insurers of any party which is the subject of the report; to the succession representatives of those parties, or to the attorneys of the parties or succession representatives; or to a news-gathering organization that requests documents related to the accident.

Q43) Question for Paragraph B of Section 1.5 – For clarification, is the body of the Supplier's proposal to follow the same format exactly as presented in Section 4 through Section 7 found on pages 29 – 31 of the SFO?

R43) It is recommended that the Supplier's proposal follow the format as presented in Section 4 through Section 7 found on pages 29 – 31 of the SFO.

Q44) Question Section 1.59 – Will the Supplier employees be required to work on the LSU campus during the performance period of this contract?

R44) No

Q45) Question for Section 2.1.13 – For clarification, is this solicitation strictly for Suppliers that currently provide the services of selling crash reports to other states, have a minimum of 3 years' experience in selling crash reports to other states, and can provide references from at least three (3) other states that are comparable with Louisiana?

R45) It is not required, but preferred.

Q46) Question #1 for Section 2.2.6 - What is the justification for not allowing the Supplier to charge CARTS for their web-based application?

R46) The Supplier will incorporate their investment through the portion of their convenience fee.

Q47) Question #2 for Section 2.2.6 - What percentage of the convenience fee does CARTS receive?

R47) That will be specified by the Supplier in their Attachment F Revenue Proposal.

Q48) Does the University have an existing solution in place for online crash reports?

R48) There is a current system in place.

Q49) Who is the current vendor?

R49) Lexis Nexis

Q50) Are there any pain points with the current system?

R50) No

Q51) What is the current sales volume of online crash reports?

R51) Approximately 66,000 reports a year. This number is based on the established MOUs with law enforcement agencies. It should be noted that the established MOUs with the current Supplier would have to be re-established under a new Supplier. The established MOUs do not automatically transfer.

Q52) "For each agency CARTS receives a signed MOU from the contractor, CARTS will supply the supplier the following data points for crash reports from that agency"

What method will supplier use to retrieve this information? (FTP, Web API, etc)

R52) Currently a web service, but CARTS will work with the Supplier if a different method is needed. If a different method is needed, the Supplier should address this in their proposal.

Q53) "Supplier must demonstrate experience and provide a proven track record for selling crash reports online on behalf of other states."

Is it sufficient for the Supplier to have extensive experience in online sales (eg Official Driving Records) on behalf of state agencies, but not directly with crash reports?

R53) Yes, experience with online sales will be considered. However, experience with crash reporting sales is preferred.

Q54) "Supplier will pay CARTS a processing fee (out of the convenience fee) each time a crash report is purchased using the website."

How much is the CARTS processing fee?

R54) The processing fee is to be stated by the Supplier in their Attachment F Revenue Proposal.

Q55) "Supplier will handle all credit card processing."

Is there a required credit card payment processor that must be used?

R55) Not from LSU, but the individual law enforcement agency may have a required credit card payment processor.

Q56) Section 2, Sub-Section 2.1.2, Page 25: Per LA RS 32:398, Line1: "Individuals permitted to obtain a copy of the crash report"
a. Does LSU CARTS or its participating agencies have a method of authenticating an individual request?
b. How is it suggested to authenticate other than an individual, such as a legal request?

R56) Please see response to Q17.

Q57) Section 2, Sub-Section 2.1.4, page 25: The RFP speaks to the contractor obtaining a MOU from the local police agency.
a. Will LSU provide a list of agencies that has agreed to this Offering? How many? Have any agencies refused to participate? Do they have that option?
b. Or does, LSU expect the contractor to sell the program on behalf of LSU CARTS?

R57) CARTS will provide a list of all agencies to the chosen Supplier. The list will show which agencies currently using the existing system and which are not. MOUs with the current Supplier would have to be re-established under a new Supplier. The established MOUs do not automatically transfer. The Supplier should work to also establish contacts with agencies not using the existing system and work to obtain a MOU. CARTS will assist as needed.

Q58) Section 2, Sub-Section 2.1.6 page 25: How much does LSU Carts expect in a processing fee?

R58) The processing fee is to be specified by the Supplier in their Attachment F Revenue Proposal.

Q59) Section 2, Sub-Section 2.1.9, page 25: Define commercial agencies? Does contractor have the right to deny access for those not meeting the requirements of RS:32.398?

R59) Section 2.2.2, page 26 states the reports required by this Section, and the information contained in the reports, shall be confidential, shall be exempt from the provisions of LA R.S. 44:1 et seq., and shall be made available only: to the parties to the accident, parents or guardians of a minor who is a party to the accident, and insurers of any party which is the subject of the report; to the succession representatives of those parties, or to the attorneys of the parties or succession representatives; or to a news-gathering organization that requests documents related to the accident. Under this wording, Commercial agencies are deemed as insurers of any party, succession representatives of those parties, or to the attorneys of the parties or succession representatives.

Supplier should work with the individual law enforcement agency to establish if they can deny access for those not meeting the requirements of RS:32.398. In the state of Louisiana, only the law enforcement agency that created the crash report has the authority to sell that report. So they only have the right to deny the request.

Q60) How many crash reports on average are purchased each year in Louisiana?

R60) Please see response to Q34.

Q61) Of note, according to our experience of providing similar services to the State of Louisiana. Under Louisiana State Law, HB 220 limits transaction fees to a maximum of 5% of the total fee to be collected. While under RS:32:398 sets a $5.00 charge for the issuance of an accident report. Per the RFP, LSU places demand to charge $6.00 as a transaction fee of which a portion is to be provided back to LSU CARTS.

Does LSU CARTS have a written exception to allow its contractor to charge a $6.00 convenience fee on a $5.00 charge?

R61) RS:32:398 states

F. The state police, any local police department, or any sheriff's office shall provide copies of crash reports to any interested person upon request and may charge a fee, not to exceed the sum of five dollars per report that does not exceed two pages, and seven dollars and fifty cents per report that exceeds two pages.

This is the cost of the report set by the agency. This does not pertain to a convenience fee charged for purchasing the report online.