STATE OF WASHINGTON
DEPARTMENT OF ENTERPRISE SERVICES
1500 Jefferson Street SE, Olympia, WA 98501

June 17, 2015

To: David Schumacher, Director
Office of Financial Management

From: Chris Liu, Director
Department of Enterprise Services

Subject: Procurement for Motor Vehicle Claims Process through Resolution

Under RCW 43.19.008 (5), the Office of Financial Management (OFM) is required to review the programs and services that are performed by the Department of Enterprise Services (DES) and select up to six services that may be performed by the private sector. RCW 43.19.008 then requires DES to use an appropriate procurement process to determine if the activity can be performed at a reduced cost and with greater efficiency by the private sector. At the conclusion of the procurement process, OFM must determine if the activity can be performed at a reduced cost and greater efficiency by the private sector. Based on OFM's decision, DES will either award one or more contracts for the activity or cancel the procurement.

In February 2014, OFM made the determination that one of the activities to be tested in the private market is the Motor Vehicle Claims Process through Resolution that is currently performed by the DES Office of Risk Management. Based on the scope of services, DES determined that a Request for Quotes and Qualifications (RFQQ) would be the appropriate procurement method.

I am enclosing a report which describes the procurement process, provides the procurement results, and includes financial information about current services costs and the costs associated with contracting out the service. The report includes the following sections:

- Executive Summary
- RFQQ and Amendments
- Bidder Responses
- Bid Tabulation
- DES Financial Review

We are available to discuss the process and any information related to this procurement. If you need additional information or have any other questions or concerns, please contact Farrell Presnell, Assistant Director/Contracts, Procurement & Risk Management at 407-8820 or Farrell.presnell@des.wa.gov.