

# OPERATIONAL EVALUATION (2024)

OluDipe Oresanya  
43-B / 24060  
Lake County, Wickliffe  
BMV Site

FORM	DESCRIPTION	OK	NO
4.0	<b>Operational Checklist</b> – Maximum = 6 Points <small>(enter points recorded on bottom of Form 4.0)</small>	6	
4.1	<b>Appointment of Agency Managers</b>		
	A. Deputy to Work at Least Twenty (20) Hours Per Week Proposed Work Hours Per Week <u>20</u>	5	*
	B. Appointment of Manager and Assistant <b>OR</b> Acceptable Statement	3	0
4.2	<b>Experienced Employees Summary</b>		
	Gave Acceptable Statement <b>OR</b> Provided Names	2	0
4.3	<b>Staffing and Personnel Calculation</b>		
	A. Hours Recommended: <u>201</u> Proposed: <u>232</u>	4	*
	B. Work Hours and Pay Calculated Correctly	2	0
	C. Meets Minimum Wage Requirement <small>(2024 Ohio Minimum Wage Rate = \$7.25 or \$10.45 Per Hour)</small>	1	*
4.4	<b>Start-Up Costs Calculation</b>		
	A. Adequate and Accurate Personnel Costs	3	0
	B. Adequate and Accurate Site Preparation Costs	2	0
	C. Adequate and Accurate Rental Payments	2	0
	D. Total Required: \$ <u>19,241.00</u> On Deposit (Form 3.4): \$ <u>55,100.00</u>	5	*
4.5	<b>Deputy Registrar Contract</b>		
	A. Filled Out Completely and Properly	2	0
	B. Signed and Properly Notarized	3	0

OPERATIONAL EVALUATION POINTS (Max. 40 Points) 40

NOTE: Score indicated "\*" may lead to disqualification OR contract contingency. Score "0" may lead to contract contingency.

Comments: \_\_\_\_\_  
 \_\_\_\_\_  
 \_\_\_\_\_

	<u>Evaluators' signatures</u>	<u>Printed names</u>	<u>Date</u>
(1)		Michael Farrell	2/27/24
(2)	_____	_____	_____

# PAYROLL COMPARISON – 2024

**Proposer Name: OluDipe Oresanya**

Evaluator Printed Name: Michael Farrell

## PAYROLL from Operational Form 4.3 Staffing and Personnel Calculation

	Location Number(s)					
	<u>Loc. 1</u>	<u>Loc. 2</u>	<u>Loc. 3</u>	<u>Loc. 4</u>	<u>Loc. 5</u>	<u>Loc. 6</u>
	<u>18-E</u>	<u>43-B</u>				
Highest Rate	<u>\$16.00</u>	<u>\$16.00</u>				
Lowest Rate	<u>\$11.00</u>	<u>\$11.00</u>				
Number of Hours Recommended	<u>121</u>	<u>201</u>				
Number of Hours Proposed	<u>192</u>	<u>232</u>				
Total Monthly Wages	<u>\$8,864</u>	<u>\$10,736</u>				

Comments:

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# PERSONAL EVALUATION (2024)

OluDipe Oresanya  
18-E / 24059  
Cuyahoga County, Cleveland  
2765 East 55th St., Suite 4

Evaluation Team Number: \_\_\_\_\_  
Location(s) Proposed: (#1) 18-E 43-B \_\_\_\_\_  
Proposed as 2<sup>nd</sup> Location  \_\_\_\_\_  
**Verify** Proposer's Full Name: (#2) OluDipe Oresanya  
Proposer's County of Residence (NPC Operation): (#4) Cuyahoga  
**Verify** Proposer's Driver's License Number: (#6) XXXXXXXXXX  
Proposing as Minority: (#9) Yes  No \_\_\_\_\_  
Proposing as: (#10) Individual  Clerk of Courts \_\_\_\_\_ Co. Auditor \_\_\_\_\_ Nonprofit Corp. \_\_\_\_\_

## SCORING SUMMARY

FORM 3.0, PERSONAL CHECKLIST	(Max. 16 Points):	<u>16</u>
PERSONAL EVALUATION, Page 2	(Max. 55 Points):	<u>55</u>
BUSINESS AND EMPLOYMENT EXPERIENCE, Page 3	(Max. 100 Points):	<u>100</u>
PERSONAL EVALUATION, Page 5	(Max. 28 Points):	<u>28</u>
PERSONAL EVALUATION, Page 6	(Max. 17 Points):	<u>17</u>
PERSONAL EVALUATION, Page 7	(Max. 27 Points):	<u>37</u>
PERSONAL EVALUATION, Page 8	(Max. 15 Points):	<u>15</u>

**TOTAL POINTS** (Max. 258 Points): 258

Comments: \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

	<u>Evaluators' Signatures</u>	<u>Evaluators' Printed Names</u>	<u>Date</u>
(1)	<u><i>Michael Farrell</i></u>	<u>Michael Farrell</u>	<u>2/27/24</u>
(2)	_____	_____	_____

**PERSONAL EVALUATION**

**OK NO**

1. Proposer does not and will not hold a PROHIBITED elective public office other than County Clerk of Courts or County Auditor? (#11 & 12)	5	*
2. Proposer does not hold an overlapping deputy registrar contract? (#13) If contract overlaps, what is the expiration date of the contract? <u>6/30/24</u>	0	0
3. Proposer is not a prohibited relative of a current deputy registrar? (#14, 15 & 16)	5	*
4. Proposer is not a prohibited relative of an ODPS employee, or (if a relative) proposer has either been a deputy registrar continuously since January 1, 1992, or the ODPS employee became employed after the proposer was first appointed deputy registrar? (#17)	5	*
5. Proposer is not a State of Ohio employee or will resign? (#19)	5	*
6. Proposer is not an active insurance agent or is nonprofit? (#20)	5	*
7. Proposer states no criminal conviction within the last 10 years? (#21)	5	*
8. Proposer owes no local, state, or federal delinquent taxes, social security payments, workers' compensation premiums or mandatory contributions? (#22)	5	*
9. Proposer agrees to maintain acceptable business liability insurance in accordance with Ohio Revised Code section 4503.03(C)? (#23)	5	*
10. Proposer can meet bond requirements? (#24 and acceptable proof)	5	*
11. Acceptable educational information OR nonprofit corporation? (#25)	5	0
12. Proposer has computer training or experience? (#26)	5	0

**PERSONAL EVALUATION POINTS, Page 2 (Max. 55 Points) 55**

NOTE: Score indicated "\*" may lead to disqualification OR contract contingency. Score "0" may lead to contract contingency.

Comments: \_\_\_\_\_

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## BUSINESS AND EMPLOYMENT EXPERIENCE VERIFICATION

Person called: Rob Fragale at telephone ( ) \_\_\_\_\_

Company: BMW of Wickliffe

Relationship: \_\_\_\_\_

Verified experience as: Deputy Registrar Agency Owner (50)  Other Business Owner (34) \_\_\_\_\_

Manager or Supervisor (25) \_\_\_\_\_ Deputy Registrar Employee (23) \_\_\_\_\_ Other Employee (20) \_\_\_\_\_

Hours per week: 66

From (date): March 2019 To (date): February 2024 Length: 5 years

Verified Hours 40+ = Factor 1 x Years 5.0 x Points 50 = 250

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Person called: \_\_\_\_\_ at telephone ( ) \_\_\_\_\_

Company: \_\_\_\_\_

Relationship: \_\_\_\_\_

Verified experience as: Deputy Registrar Agency Owner (50) \_\_\_\_\_ Other Business Owner (34) \_\_\_\_\_

Manager or Supervisor (25) \_\_\_\_\_ Deputy Registrar Employee (23) \_\_\_\_\_ Other Employee (20) \_\_\_\_\_

Hours per week: \_\_\_\_\_

From (date): \_\_\_\_\_ To (date): \_\_\_\_\_ Length: \_\_\_\_\_

Verified Hours \_\_\_\_\_ = Factor \_\_\_\_\_ x Years \_\_\_\_\_ x Points \_\_\_\_\_ = \_\_\_\_\_

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Person called: \_\_\_\_\_ at telephone ( ) \_\_\_\_\_

Company: \_\_\_\_\_

Relationship: \_\_\_\_\_

Verified experience as: Deputy Registrar Agency Owner (50) \_\_\_\_\_ Other Business Owner (34) \_\_\_\_\_

Manager or Supervisor (25) \_\_\_\_\_ Deputy Registrar Employee (23) \_\_\_\_\_ Other Employee (20) \_\_\_\_\_

Hours per week: \_\_\_\_\_

From (date): \_\_\_\_\_ To (date): \_\_\_\_\_ Length: \_\_\_\_\_

Verified Hours \_\_\_\_\_ = Factor \_\_\_\_\_ x Years \_\_\_\_\_ x Points \_\_\_\_\_ = \_\_\_\_\_

## BUSINESS AND EMPLOYMENT EXPERIENCE CALCULATION

### 13. DEPUTY REGISTRAR AGENCY OWNER Experience, Form 3.2

ITEM	AGENCY/COMPANY	HOURS	=	FACTOR	x	YEARS	x	POINTS	=	SCORE	VERIFIED
A.	<i>BMV of Wick/Afc</i>	# NA	=	1.0	x	<i>5</i>	x	50	=	<i>250</i>	<input checked="" type="checkbox"/>
B.		# NA	=	1.0	x		x	50	=		
C.		# NA	=	1.0	x		x	50	=		
<b>Subtotal of 13-A, 13-B &amp; 13-C =</b>										<i>250</i>	

### 14. OTHER BUSINESS OWNERSHIP Experience, Form 3.2

ITEM	AGENCY/COMPANY	HOURS	=	FACTOR	x	YEARS	x	POINTS	=	SCORE	VERIFIED
A.		#	=		x		x	34	=		
B.		#	=		x		x	34	=		
C.		#	=		x		x	34	=		
<b>Subtotal of 14-A, 14-B &amp; 14-C =</b>											

### 15. SUPERVISORY / MANAGEMENT (ANY BUSINESS – INCLUDING DR) Experience, Form 3.2

ITEM	AGENCY/COMPANY	HOURS	=	FACTOR	x	YEARS	x	POINTS	=	SCORE	VERIFIED
A.		#	=		x		x	25	=		
B.		#	=		x		x	25	=		
C.		#	=		x		x	25	=		
<b>Subtotal of 15-A, 15-B &amp; 15-C =</b>											

**Total DR, Ownership and/or Management #13-15 (Max. 100 Points) = *100***

### 16. DEPUTY REGISTRAR EMPLOYMENT (NON-MANAGEMENT) Experience, Form 3.2

ITEM	AGENCY	HOURS	=	FACTOR	x	YEARS	x	POINTS	=	SCORE	VERIFIED
A.		#	=		x		x	23	=		
B.		#	=		x		x	23	=		
C.		#	=		x		x	23	=		
D.		#	=		x		x	23	=		
<b>Subtotal of 16-A, 16-B, 16-C &amp; 16-D =</b>											

**Total DR Employment Experience #16 (Max. 90 Points) =**

### 17. OTHER EMPLOYMENT Experience, Form 3.2

ITEM	AGENCY/COMPANY	HOURS	=	FACTOR	x	YEARS	x	POINTS	=	SCORE	VERIFIED
A.		#	=		x		x	20	=		
B.		#	=		x		x	20	=		
C.		#	=		x		x	20	=		
D.		#	=		x		x	20	=		
<b>Subtotal of Lines 17-A, 17-B, 17-C &amp; 17-D =</b>											

**Total Other Employment Experience #17 (Max. 80 Points) =**

**ENTER LARGEST OF TOTALS [13-15 (100 pts.), 16 (90 pts.), or 17 (80 pts.)] = *100***

**PERSONAL EVALUATION**

OK | NO

18. Form 3.3 – Customer Service Experience		
Did proposer provide acceptable list of ideas to improve customer service at a deputy registrar agency or provide an example of something done as part of a job or business to improve services for customers?	2	0
19. Form 3.4 – Start-Up Cost Funds On Deposit (not required for Auditors or Clerks of Courts)		
A. Are funds in acceptable financial institution and verified with bank/teller stamp?	5	*
B. Are funds in proposer's or proposer's business name or joint with spouse?	5	*
20. Form 3.5 – Political Contributions Report (not required for Auditors or Clerks of Courts)		
Did proposer mark "NO" for every category, every year? (For Nonprofit Corporations, evaluate both Corporation's and CEO's Form 3.5)	5	*
21. Form 3.6 – Personnel Policy Summary		
Does proposer agree to provide/maintain a written personnel policy covering the following:		
A. Hiring employees with deputy registrar agency experience?	11	0
B. Equal Employment Opportunity?		
C. Employee training by the deputy registrar?		
D. Participation in BMV provided training?		
E. Evaluation of employee performance?		
F. Grounds for discipline or dismissal/termination (list) which shall include drug and alcohol use?		
G. Progressive disciplinary steps?		
H. Dress code with list of acceptable attire?		
I. Dress code with list of unacceptable attire?		
J. A policy for maintaining the professional appearance of all staff at all times?		
K. Fringe benefits (beyond those required by law or contract)?		

**PERSONAL EVALUATION POINTS, Page 5 (Max. 28 Points)**

28

NOTE: Score indicated "\*" may lead to disqualification OR contract contingency. Score "0" may lead to contract contingency.

Comments: \_\_\_\_\_

**PERSONAL EVALUATION**

OK | NO

22. Form 3.7 – Security Plan Summary - Did proposer agree to provide:		
A. An electronic alarm system? (Mandatory)		
B. Alarm system monitored 24 hours, off-site? (Mandatory)		
C. Alarm system reports off-site if wires cut or tampered with? (Mandatory)		
D. Adequate alarm monitored panic/hold-up buttons? (Mandatory)		
E. Motion detectors connected to alarm system? (Mandatory)		
F. Alarm monitored contacts on all exterior doors? (Mandatory)		
G. Alarm monitored contacts on all exterior windows? (Mandatory)		
H. Video recording camera surveillance system? (Mandatory)		
I. Safe or secured locking cabinet? (Mandatory)		
J. Secured storage room with alarm monitored contacts on door(s) and window(s), if applicable? (Mandatory)	13	*
K. Cross cut shredder to be made available to destroy customer copy records? (Mandatory)		
L. All doors and all windows will be securely locked when license agency is closed? (Mandatory)		
M. Smoke, fire, and carbon monoxide detection devices (Mandatory)?		
N. Interior/Exterior motion activated security lights? (Suggested) – Check OK or NO	OK	NO

23. Form 3.8 – Facility Maintenance Plan Summary - Did proposer agree to provide:		
A. Indoor/Outdoor maintenance and cleaning?	1	0
B. Prompt snow and ice removal?	1	0
C. Carpet and/or floor cleaning (if appropriate)?	1	0
D. Repainting?	1	0

**PERSONAL EVALUATION POINTS, Page 6 (Max. 17 Points) 17**

NOTE: Score indicated "\*" may lead to disqualification OR contract contingency. Score "0" may lead to contract contingency.

Comments: \_\_\_\_\_

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**PERSONAL EVALUATION**

**OK | NO**

24. Form 3.9 – Involved and Invested in Your Business		
1. How do you plan to manage, be responsible, and be accountable for this business at all times?	1	0
2. How will you ensure that all laws, rules, guidelines and procedures are followed, at all times, specifically with regard to issuing and renewing driver licenses, identification cards, and vehicle registrations?	1	0
3. What measures will you put in place to detect, deter, and prevent fraud?	1	0
4. The Ohio Bureau of Motor Vehicles routinely issues new and/or revised policy and procedural changes through email broadcasts to the deputy registrars. How will you ensure that policies and procedures are communicated to the staff and followed on a daily basis?	1	0
5. How will you demonstrate good leadership to your employees?	1	0
6. How will you maintain a high level of professionalism each day in this business?	1	0
7. How do you intend to recruit and retain high quality employees?	1	0
8. How will you provide a safe, clean, and friendly place to do business?	1	0
9. How would you deal with an irate customer?	1	0
10. What training or advice do you, or will you, give to your employees for dealing with irate customers?	1	0
11. How will you meet the expectations of the Ohio Bureau of Motor Vehicles?	1	0
12. Why should the Ohio Bureau of Motor Vehicles consider you for a deputy registrar license agency contract?	1	0
25. Form 3.10(A) (B) or (C) – Affidavit of Individual, Auditor/Clerk of Courts or Nonprofit Corporation		
A. Did proposer submit proper affidavit <b>without alteration</b> and does it <b>appear to be complete, accurate, and truthful</b> ?	3	*
B. Is it the affidavit duly signed and notarized?	2	*
26. Local Law Enforcement Report / Articles of Incorporation (AOI)		
A. No disqualifying convictions for individual / AOI for nonprofit corporation?	3	*
B. No convictions (except minor traffic) / AOI for nonprofit corporation?	2	0
27. BCI / FBI Criminal Background (WebCheck) Report / AOI for Nonprofit Corporation		
No disqualifying convictions for individual / AOI for nonprofit corporation?	5	*

**PERSONAL EVALUATION POINTS, Page 7 (Max. 27 Points) 27**

**PERSONAL EVALUATION**

**OK | NO**

28. Credit Report (issued in 2024) / Certificate of Good Standing for Nonprofit Corporation  
\*Credit Reports are not required for County Auditors and County Clerks of Courts

A. Credit report submitted contains credit score?	(2)	0
B. No tax liens (state or federal)?	(3)	0
C. No judgments for the past 36 months?*	(3)	0
D. *No bankruptcy filed or trusteeship imposed for the past 36 months?	(2)	0
E. *No other negative items (charge-offs, collections, etc.) for the past 36 months?	(2)	0
F. *No negative items (pattern of delinquencies, etc.) for the past 60 months?	(1)	0
* Exclude minor medical judgments and disputed items with good cause explanation.		

29. The overall quality of this proposal is deemed to be of satisfactory or higher overall quality? (Note any deficiencies in comments area below or on page 1)

(2)	0
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**PERSONAL EVALUATION POINTS, Page 8 (Max. 15 Points)**

15

NOTE: Score indicated "\*" may lead to disqualification OR contract contingency. Score "0" may lead to contract contingency.

Comments: \_\_\_\_\_

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### 3.0 PERSONAL CHECKLIST

Proposer's Full Legal Name OluDipe Oresanya

Proposer Number (BMV use only) \_\_\_\_\_

**INSTRUCTIONS:** You must submit one original of this form and all documents listed on this form as appropriate based on your status as a proposer (individual, county auditor, clerk of courts or nonprofit corporation). Even if you are submitting more than one proposal, only one original of these forms are required. Please submit via email in accordance with the RFP instructions.

INDIVIDUAL	<input checked="" type="checkbox"/>	BMV	COUNTY AUDITOR OR CLERK OF COURTS	<input checked="" type="checkbox"/>	BMV	NONPROFIT CORPORATION	<input checked="" type="checkbox"/>	BMV
Form 3.0 Personal Checklist (this form)	<input checked="" type="checkbox"/>		Form 3.0 Personal Checklist (this form)			Form 3.0 Personal Checklist (this form)		
Form 3.1 Personal Questionnaire	<input checked="" type="checkbox"/>		Form 3.1 Personal Questionnaire			Form 3.1 Personal Questionnaire		
Form 3.2 Business and Employment Experience	<input checked="" type="checkbox"/>		Forms 3.2 Business and Employment Experience			Forms 3.2 Business and Employment Experience		
Form 3.3 Customer Service Experience	<input checked="" type="checkbox"/>		Form 3.3 Customer Service Experience			Form 3.3 Customer Service Experience		
Form 3.4 Start-Up Cost Funds on Deposit	<input checked="" type="checkbox"/>		N/A	X	1	Form 3.4 Start-Up Cost Funds on Deposit		
Form 3.5 Political Contributions Report	<input checked="" type="checkbox"/>		N/A	X	1	Form 3.5 Political Contributions Report Nonprofit Corporation		
N/A	X	1	N/A	X	1	Form 3.5 Political Contributions Report Chief Executive Officer		
Form 3.6 Comprehensive Personnel Policy Agreement	<input checked="" type="checkbox"/>		Form 3.6 Comprehensive Personnel Policy Agreement			Form 3.6 Comprehensive Personnel Policy Agreement		
Form 3.7 Security Plan Agreement	<input checked="" type="checkbox"/>		Form 3.7 Security Plan Agreement			Form 3.7 Security Plan Agreement		
Form 3.8 Facility Maintenance Plan Agreement	<input checked="" type="checkbox"/>		Form 3.8 Facility Maintenance Plan Agreement			Form 3.8 Facility Maintenance Plan Agreement		
Form 3.9 Involved and Invested in Your Business	<input checked="" type="checkbox"/>		Form 3.9 Involved and Invested in Your Business			Form 3.9 Involved and Invested in Your Business		
Form 3.10(A) Affidavit of Individual	<input checked="" type="checkbox"/>		Form 3.10(B) Affidavit of Auditor or Clerk of Courts			Form 3.10(C) Affidavit of Nonprofit Corporation		
2024 Credit Report	<input checked="" type="checkbox"/>		N/A	X	1	2024 Certificate of Good Standing		
2024 Local Law Enforcement Report	<input checked="" type="checkbox"/>		2024 Local Law Enforcement Report			Articles of Incorporation		
2024 WebCheck Receipt	<input checked="" type="checkbox"/>		2024 WebCheck Receipt			N/A	X	1
Pre-approval Statement for \$25,000 Bond	<input checked="" type="checkbox"/>		Current Bond with BMV added as Additional Insured			Pre-approval Statement for \$25,000 Bond		
<b>INDIVIDUAL</b>			<b>COUNTY AUDITOR OR CLERK OF COURTS</b>			<b>NONPROFIT CORPORATION</b>		

### 3.1 PERSONAL QUESTIONNAIRE

1. List all location numbers for which the applicant intends to submit a proposal (limit six locations). Check the box underneath if proposing the location as a second site in addition to a current agency:

<u>43-B</u>	<u>18-E</u>	_____	_____	_____	_____
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	_____	_____	_____	_____

2. Full legal name of proposer OluDipe Oresanya

3. Proposer's street address \_\_\_\_\_

City Glenwillow State OH Zip code 44139

4. County of residence (nonprofit corporation county of operation) Cuyahoga

5. Daytime telephone ( \_\_\_\_\_ ) \_\_\_\_\_

6. Proposer's driver's li \_\_\_\_\_

7. Spouse's name (nonprofit corporation N/A) Ronke Oresanya

8. Spouse's home street address (nonprofit corporation N/A) \_\_\_\_\_

City Glenwillow State OH Zip code 44139

9. Are you proposing as the owner of a minority business enterprise (MBE)? No \_\_\_\_\_ Yes

10. Proposer is (check one and follow instructions):

An **individual person**. These forms are designed to be self-explanatory for Proposers proposing as individual persons. Answer all questions as they apply to you personally. If a question does not apply to you, enter "N/A" or "Not applicable";

\_\_\_\_\_ The **Clerk of Courts** of \_\_\_\_\_ County;

\_\_\_\_\_ The **County Auditor** of \_\_\_\_\_ County. Answer all questions as they apply to you and your position as Clerk of Courts or County Auditor. If a question does not apply to you or your position, enter "N/A" or "Not applicable";

\_\_\_\_\_ A **nonprofit corporation (NPC)**. An officer or an authorized agent should answer all questions and sign all documents on behalf of the NPC. The answers must refer to the NPC itself and not to the individual officers, agents, or employees of the NPC, unless otherwise specified. Many questions are not applicable to nonprofit corporations. To assist your responses, we have marked those questions "NPC N/A" meaning we believe the marked question is not applicable to most nonprofit corporations. Please answer all other questions unless clearly inapplicable.

11. A. Are you currently serving in elective public office, other than Clerk of Courts or County Auditor, either by election or appointment (includes precinct committee person)? (NPC N/A)

Yes \_\_\_\_\_ No

B. If YES, in what elective office are you serving? \_\_\_\_\_

C. If YES, date that you plan to leave this office? \_\_\_\_\_

12. A. Are you currently running for any elective public office. (including precinct committee person)? (NPC N/A)

Yes \_\_\_\_\_ No

B. If YES, what office? \_\_\_\_\_

13. A. Are you currently a deputy registrar?

Yes  No \_\_\_\_\_

B. If YES, on what date does your contract expire? 06/30/24

C. If YES, have you served as a deputy registrar continuously since January 1, 1992?

No  Yes \_\_\_\_\_

14. A. Is your spouse currently a deputy registrar? (NPC N/A)

Yes \_\_\_\_\_ No

B. If YES, on what date does your spouse's contract expire? N/A

For the following three questions, **extended family** includes your spouse, parent, brother, sister, son, daughter, father-in-law, mother-in-law, brother-in-law, sister-in-law, son-in-law, or daughter-in-law:

15. A. Does any member of your extended family currently hold a deputy registrar contract? (NPC N/A)

Yes \_\_\_\_\_ No

B. If YES, list their name, relationship to you, whether you share the same household, and date their contract expires here:

Name	Relationship	Same Household		Contract Expires
_____	_____	Yes _____	No _____	_____
_____	_____	Yes _____	No _____	_____
_____	_____	Yes _____	No _____	_____
_____	_____	Yes _____	No _____	_____

16. A. To the best of your knowledge, will any member of your extended family submit a proposal in response to this RFP? (NPC N/A)

Yes  No \_\_\_\_\_

B. If YES, list their name, relationship to you, and whether you share the same household:

Name	Relationship	Same Household	
Elizabeth Oresanya	Daughter	Yes ___	No <input checked="" type="checkbox"/>
_____	_____	Yes ___	No ___
_____	_____	Yes ___	No ___
_____	_____	Yes ___	No ___

17. A. Is any member of your extended family employed by any subdivision of the Ohio Department of Public Safety? (NPC N/A)

Yes \_\_\_ No

B. If YES, list their name, relationship to you, and the date they became so employed:

Name	Relationship	Employment Date
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____
_____	_____	_____

18. A. Have you completed the Political Contributions Report, Form 3.5? (NPC must submit one for NPC itself and one for its C.E.O.)

No \_\_\_ Yes

B. If "NO," are you applying as a Clerk of Courts or County Auditor? No \_\_\_ Yes \_\_\_

19. A. Are you an employee of the State of Ohio? (NPC N/A)

Yes \_\_\_ No

B. If "YES," will you resign, if appointed? No \_\_\_ Yes \_\_\_

20. Are you an insurance company agent, writing automobile insurance? (NPC N/A)

Yes \_\_\_ No

21. Has Proposer (including NPC and proposed office manager) been convicted within the past ten years of a crime punishable by death or imprisonment in excess of one year (felony), or any crime involving dishonesty or false statement?

Yes \_\_\_ No

22. As of the date of this certification does Proposer owe any overdue taxes, unemployment compensation contributions, social security payments, or workers' compensation premiums either to the State of Ohio or any political subdivision thereof, or to the federal government, or any other state or locality within the United States?

Yes \_\_\_ No

23. Is Proposer willing and able, if appointed, to maintain during the entire term of your contract a policy of business liability property damage, and theft insurance satisfactory to the Registrar and hold the Department of Public Safety, the Director of Public Safety, the Bureau of Motor Vehicles, and the Registrar of Motor Vehicles harmless upon claims for damages in accordance with Ohio Revised Code 4503.03(C)? (County Auditor/Clerk of Courts N/A)

No \_\_\_\_\_ Yes

24. Is Proposer bondable as outlined in Ohio Administrative Code 4501:1-6-01(B)?

No \_\_\_\_\_ Yes

25. Please provide the following information regarding your education. If applying as a NPC, please provide educational information for the individual who will manage the license agency business.

High school diploma? No \_\_\_\_\_ Yes

High school name Federal College

City Ogun State Nigeria Zip \_\_\_\_\_

College name University of Ilorin

City Ilorin State Nigeria Zip \_\_\_\_\_

Major Electrical & Electronics Engineering Degree awarded BS

College name \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

Major \_\_\_\_\_ Degree awarded \_\_\_\_\_

26. Computer experience. Does Proposer have any training or experience working with or using computers? (Incumbent deputy registrars may take credit for operating BMV computers. For nonprofit corporations, this question should be answered for computer systems operated or used in the nonprofit corporation's activities.)

No \_\_\_\_\_ Yes

If "YES" please explain all computer experience in detail.

Extensive & Proficient Use of Computer platforms and several Business and Personal applications

BMV: BASS and QFlow Applications, Bomgar

Operating Systems: Windows and iOS

Devices and Peripherals: Desktops, Laptops, Tablets, Printers, Scanners and Webcam,

Accounting and Financial: QuickBooks, Quicken, MS Money, Peachtree

Word Processors: MS Word, WordPad, NotePad, Notes

VideoConferencing: MS Teams, Zoom, Webex

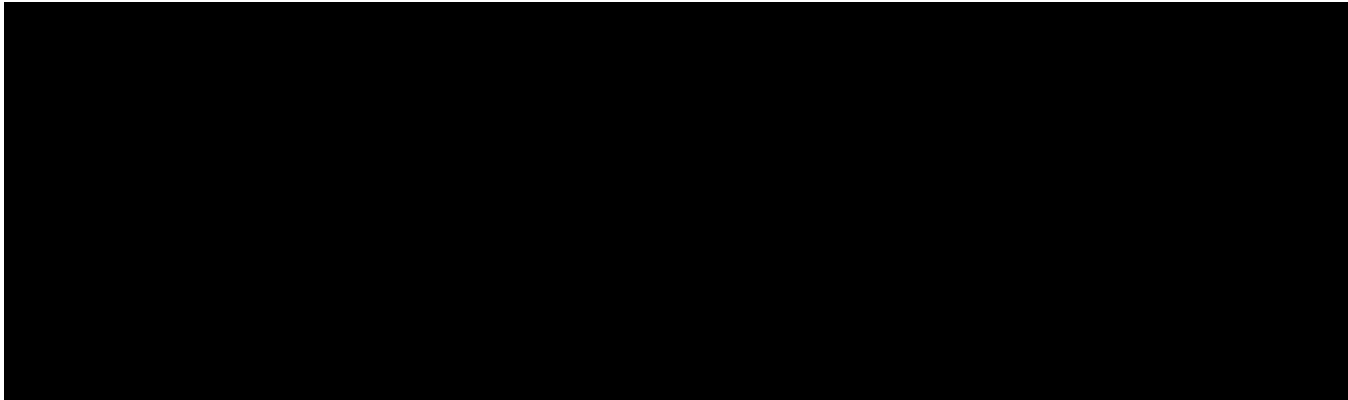
Email: MS Outlook, OutlookExpress, MS Mail, Eudora

Tax: TurboTax, TaxAct

Business: MS Office (Excel, PowerPoint, Access), Adobe Acrobat,

Certifications: MS Certified Engineer, MS Certified Expert Instructor

27. Please provide the requested information for three persons we can contact by telephone during daytime business hours and who will serve as a character reference for you. Do not list relatives, political contacts, or employees of the Department of Public Safety (including BMV). If we are unable to contact at least one person or that person is unable to serve as a character reference, you may be evaluated unfavorably. Nonprofit corporations should list references who are familiar with the nonprofit corporation's activities.



List any special instructions for contacting this person during business hours:

\_\_\_\_\_

C. Name \_\_\_\_\_ Daytime telephone number (     ) \_\_\_\_\_

City \_\_\_\_\_ State \_\_\_\_\_ Zip \_\_\_\_\_

List any special instructions for contacting this person during business hours:

\_\_\_\_\_



28. Employment, management, supervisory, and business experience. Each Proposer's experience is one of the most important factors to be considered in the award of deputy registrar contracts. For the purposes of this RFP, experience gained prior to the year 1990 will not be evaluated or considered. Please provide a professional resume, in chronological order (no earlier than 1990), the positions you have held. If the position you held in 1990 was one you started before 1990, you may list that position and the date you actually started on your submitted resume. If you did not hold any position in 1990, please begin with the first position you held after 1990. If applying as a NPC, please provide a description of the fundraising, program, and charitable functions of the nonprofit corporation.

**FORM 3.2(A) BUSINESS OWNERSHIP EXPERIENCE**  
**FORM 3.2(B) MANAGEMENT AND/OR SUPERVISORY EXPERIENCE**  
**FORM 3.2(C) EMPLOYEE EXPERIENCE**

**Instructions**

It is important that you supply complete and accurate information about all relevant business ownership, management, supervisory, and employment experience so that the BMV will be able to verify that experience from independent sources. Generally, proposers receive the most consideration for service as a deputy registrar, second most consideration for service as a business owner, third most consideration for service as a manager or supervisor, fourth most consideration as a deputy registrar employee without management experience, and least consideration for other employment experience without any supervisory or management experience. Be sure to include as much detailed experience possible within the submitted professional resume.

**Nonprofit corporations** must report only the businesses and activities conducted by the nonprofit corporation itself on Form 3.2(A) Business Ownership Experience. If the nonprofit corporation has operated a deputy registrar agency, that information should be entered and submitted on one Form 3.2(A) Business Ownership Experience. Any other business activities (fundraising, charitable activities, etc.) should also be entered and submitted on a separate 3.2(A) Business Ownership Experience. Use a separate Form 3.2 for each separate business activity performed by the NPC and a separate Form 3.2(A) for each separate business activity performed by the NPC.

**Form 3.2(A) Business Ownership Experience.** Deputy registrars, nonprofit corporations, county auditors, clerks of courts, and individuals should use this form to report on businesses actually owned and operated by them.

**Form 3.2(B) Management and/or Supervisory Experience.** Individuals, county auditors, and clerks of courts should use this form to report management and supervisory experience performed by them. Service as a county auditor or clerk of court qualifies as management and supervisory experience.

**Form 3.2(C) Employee Experience.** Individuals, county auditors, and clerks of courts should use this form to report all other employment that did not include management or supervisory authority.

## FORM 3.2(A) BUSINESS OWNERSHIP EXPERIENCE

**Instructions.** Please fill out one of these forms 3.2(A) for each business you have owned. Do not use this form 3.2(A) for management, supervisory, or employee experience. If you have owned more than one business, submit a separate for 3.2(A) for each business owned. *Please make additional copies of this form as necessary.*

Proposer's name OluDipe Oresanya Company name BMV of Wickliffe  
Company address 30170 Euclid Ave City Wickliffe  
State OH Zip 44092 Telephone ( 440 ) 943-3333  
Type of business (deputy registrar, retail grocery, etc.) Deputy Registrar

Company's products and/or services Vehicle Registration, Driver's License & IDs Issuance

BUSINESS OWNER - Form of ownership (sole proprietor, partner, etc.): Sole Proprietor

1. Federal Tax ID Number: [REDACTED]
2. Percentage of business you owned: 100 % Hours worked weekly 66
3. Dates you operated this business: From: month 03 year 2019 To: month 02 year 2024
4. Is/was this business profitable? No        Yes ✓
5. Is/was this business your primary source of income and support? No        Yes ✓
6. Do/did you directly hire, evaluate, train, and discipline employees? No        Yes ✓
7. Do/did you directly manage employees on a daily basis? No        Yes ✓
- If you answered yes to question number 6, how many employees do/did you manage? 15
8. Have you ever developed a comprehensive business plan? No        Yes ✓

List at least one person, not a relative of yours, who can verify this experience. If we cannot contact at least one person to verify this experience, you will not receive any credit for it. (If you are a deputy registrar or deputy registrar employee, you may list BMV employees to verify that experience.)

Name	City	State	Zip	Daytime Phone
[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]	[REDACTED]

## FORM 3.2(A) BUSINESS OWNERSHIP EXPERIENCE

**Instructions.** Please fill out one of these forms 3.2(A) for each business you have owned. Do not use this form 3.2(A) for management, supervisory, or employee experience. If you have owned more than one business, submit a separate for 3.2(A) for each business owned. *Please make additional copies of this form as necessary.*

Proposer's name OluDipe Oresanya Company name Amelo

Company address 7630 Pinecrest Lane City Glenwillow

State OH Zip 44139 Telephone ( 440 ) 232-7274

Type of business (deputy registrar, retail grocery, etc.) Computer User Network Management & Computer User Repair Services Support & Computer User Skills Training

Company's products and/or services Computers & Peripherals, Computer Networks, Project Managemnt &ter Peripherals, Computer Training & Consulting, Computer Repairs, Sales, Installation & Support Maintenance

BUSINESS OWNER - Form of ownership (sole proprietor, partner, etc.): Sole Proprietor

1. Federal Tax ID Number: [REDACTED]

2. Percentage of business you owned: 100 % Hours worked weekly 66

3. Dates you operated this business: From: month 01 year 2003 To: month 02 year 2019

4. Is/was this business profitable? No  Yes

5. Is/was this business your primary source of income and support? No  Yes

6. Do/did you directly hire, evaluate, train, and discipline employees? No  Yes

7. Do/did you directly manage employees on a daily basis? No  Yes

If you answered yes to question number 6, how many employees do/did you manage? 3

8. Have you ever developed a comprehensive business plan? No  Yes

List at least one person, not a relative of yours, who can verify this experience. If we cannot contact at least one person to verify this experience, you will not receive any credit for it. (If you are a deputy registrar or deputy registrar employee, you may list BMV employees to verify that experience.)

Name	City	State	Zip	Daytime Phone



### 3.2(B) MANAGEMENT AND/OR SUPERVISORY EXPERIENCE

**Instructions.** Please fill out one of these forms 3.2(B) for each separate management or supervisory job you have held. Do not use this form 3.2(B) for business ownership or regular employee positions. Use a separate form 3.2(B) for each management or supervisory position that you have held. *Please make additional copies of this form as necessary.*

Proposer's name OluDipe Oresanya Company name Lafe Technologies

Company address Richmond Road City Richmond Hts

State OH Zip 44143 Telephone ( 216 ) 692-0001

Type of business (deputy registrar, retail grocery, etc.) Computer Software Development Company

Management/supervisory duties Lead, train and motivate team. Responsible for team performance.

Assign projects & tasks. Interview & discipline employees.

MANAGER OR SUPERVISOR - Job title: Director of Operations

1. Title of position Manager, Network Services Hours worked weekly? 40

2. Dates this position was held: From: month 10 year 1998 To: month 10 year 2001

3. Do/did you directly hire, evaluate, train, and discipline employees? No  Yes

4. Do/did you directly manage/supervise employees on a daily basis? No  Yes

If you answered yes to question number 4, how many employees do/did you manage? 4

5. Have you ever developed a comprehensive business plan? No  Yes

List at least one person, not a relative of yours, who can verify this experience. If we cannot contact at least one person to verify this experience, you will not receive any credit for it. (If you are a deputy registrar or deputy registrar employee, you may list BMV employees to verify that experience.)

Name	City	State	Zip	Daytime Phone

\_\_\_\_\_ ( ) \_\_\_\_\_

### 3.2(C) EMPLOYEE EXPERIENCE

**Instructions.** Please fill out one of these forms 3.2(C) for each and every separate job you have held as an employee. Do not use this form 3.2(C) for business ownership or jobs in which you had management or supervisory duties. Use a separate form 3.2(C) for each non-management and/or non-supervisory job held. *Please make additional copies of this form as necessary.*

Proposer's name OluDipe Oresanya Company name Independence License Bureau

Company address 6901 Rockside Rd City Cleveland

State OH Zip 44131 Telephone ( 216 ) 642-1373

Type of business (deputy registrar, retail grocery, etc.) Deputy Registrar

EMPLOYEE - Job title: Clerk

Hours worked weekly 15 Job duties Issue Vehicle Registrations, IDs, Driver's

Licenses to Customers and Answer Customer Questions

Dates of this employment: From: month 02 year 2018 To: month 06 year 2019

Describe how and to what extent **you provided high quality customer service** at this position:

Provided courteous and efficient service to customers who came in to renew Driver's Licenses and ID,

as well as their Vehicle Registrations. Answered the phone promptly and helped

customers with Questions they had about Vehicle Registrations and Driver's Licenses.

List at least one person, not a relative of yours, who can verify this experience. If we cannot contact at least one person to verify this experience, you will not receive any credit for it. (If you are a deputy registrar or deputy registrar employee, you may list BMV employees to verify that experience.)

Name	City	State	Zip	Daytime Phone

### 3.2(C) EMPLOYEE EXPERIENCE

**Instructions.** Please fill out one of these forms 3.2(C) for each and every separate job you have held as an employee. Do not use this form 3.2(C) for business ownership or jobs in which you had management or supervisory duties. Use a separate form 3.2(C) for each non-management and/or non-supervisory job held. *Please make additional copies of this form as necessary.*

Proposer's name OluDipe Oresanya Company name QuikCAT Technologies

Company address 6700 Beta Drive Suite 200 City Mayfield Village

State OH Zip 44143 Telephone ( ) \_\_\_\_\_

Type of business (deputy registrar, retail grocery, etc.) Computer Software Development Company

EMPLOYEE - Job title: Manager, Network Services

Hours worked weekly 40 Job duties Responsible for Corporate computer network management. Provided support for the whole company

Dates of this employment: From: month 11 year 2001 To: month 11 year 2003

Describe how and to what extent **you provided high quality customer service** at this position:

Provided customer support to end users of computer hardware and software. Walked them through installation step-by-step. Provided staff training to do the tasks and meet the needs users and customers.

Dealt directly with customers and also over the phone

List at least one person, not a relative of yours, who can verify this experience. If we cannot contact at least one person to verify this experience, you will not receive any credit for it. (If you are a deputy registrar or deputy registrar employee, you may list BMV employees to verify that experience.)

Name	City	State	Zip	Daytime Phone
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[Redacted]				
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\_\_\_\_\_ ( ) \_\_\_\_\_



### 3.3 CUSTOMER SERVICE EXPERIENCE

**Instructions.** Please give us a list of ideas you have to improve customer service at your deputy registrar agency. You will only receive full credit if you demonstrate sufficient customer service awareness.

A. This is a list of ideas I have to improve customer service at my deputy registrar agency if I am awarded a contract (Please be specific) and/or this is an example of something I have done as part of my job or business to improve services for my customers (Please be specific):

Be professional. Greet customer. Listen carefully to customer. Resolve customer complaints and problems promptly.

Provide customers with adequate information to prepare for service at the agency and also avoid repeated returns to the agency for the same problems.

Help Senior citizens to sign in. Provide physically and medically challenged customers expedited service.

Continuing education of staff on customer service and best practices in customer service.

Continuing education of staff on BMV manuals, procedures, forms, services, prices, and bulletin. Daily emphasis on "customer is king".

Work with Agency City Chamber of Commerce to recruit & attract the best employees. Review difficult customer interactions and come up with the resolution paths to prevent future recurrence. Encourage greeting of each customer. Compliment and highlight good customer service by any employee. Schedule additional staff for peak periods. Provide checklists for most common BMV tasks for customers. Display notice that we do not offer "Title" or "Testing" services and provide clear direction to the nearest title & testing office. Ensure agency is clean. Require staff to tell every customer that they can provide a feedback comments on the "service rendered and how we can better improve our service to them".

I provided customer service and technical support to diverse users. I listened carefully to the problems or complaints and identified the issues the customer had. I confirmed with the customer by summarizing and highlighting the exact problems they had and were experiencing. They were relieved that they were listened to and their issues were understood. When I resolved the problem, I confirmed that they were satisfied and asked if there was anything else I could help with. This attitude was also effective with the teams that I managed.

**Form 3.3, Customer Service Experience (2024)**

## 3.5 POLITICAL CONTRIBUTIONS REPORT

### Instructions

**Instructions** You must report on the following page whether you and your immediate family together gave more than \$100.00 to any political party or to certain individual candidates during any one of the last three calendar years and so far this year.

**"Immediate family"** means you, a spouse residing with you, and any dependent children. You must add together all contributions you, your spouse, and your dependent children made to each separate party or each separate candidate during each calendar year.

**"Political party"** means each separate political party and includes any political action committee (PAC) and any "continuing association" which are connected to that political party. "Political party" includes all levels of that party, federal, state, county, and local.

**"Candidate"** includes both the candidate and any of that candidate's campaign committees. You must report only for candidates for the following offices: Ohio governor, attorney general, secretary of state, treasurer of state, auditor of state, state senator or state representative. You are not required to report any contributions to federal, county, local, or judicial candidates.

**"More than \$100.00"** means any amount exceeding \$100.00, starting with \$100.01. A contribution of exactly \$100.00 or less is acceptable. Contributions include the value of any "in-kind" contributions.

**County Auditors and Clerks of Court are exempt** from this requirement and need not file this Report of Political Contributions.

**Nonprofit Corporations** must submit one report for the nonprofit corporation itself and one report for the chief executive officer (C.E.O.) who has, or will have, primary responsibility for the nonprofit corporation's operation of the deputy registrar agency. There is only one copy of this report in this package. Nonprofit corporations must make a second copy and submit one copy for the nonprofit corporation itself and one for the C.E.O. who will be responsible for the operation of the deputy registrar agency.

Name: OluDipe Oresanya

Title (if officer of nonprofit corporation): \_\_\_\_\_

**(A nonprofit corporation must submit two separate reports: one for the nonprofit corporation itself, and one for its chief executive officer)**

**Did you and your immediate family together give more than \$100.00 to any of the following during any one of the years listed? You must place a check mark "✓" in the appropriate box, "yes" or "no" for each category and year separately.**

RECIPIENT	JAN 1 - DEC 31		JAN 1 - DEC 31		JAN 1 - DEC 31		2024	
	2021		2022		2023		To Date	
	Yes	No	Yes	No	Yes	No	Yes	No
Democratic Party including PACs and Associations		✓		✓		✓		✓
Republican Party including PACs and Associations		✓		✓		✓		✓
Any other Party including PACs and Associations		✓		✓		✓		✓
Governor, Candidate and Committee		✓		✓		✓		✓
Attorney General, Candidate and Committee		✓		✓		✓		✓
Secretary of State, Candidate and Committee		✓		✓		✓		✓
Treasurer of State, Candidate and Committee		✓		✓		✓		✓
Auditor of State, Candidate and Committee		✓		✓		✓		✓
State Senator, Candidate and Committee		✓		✓		✓		✓
State Representative, Candidate and Committee		✓		✓		✓		✓

### 3.6 PERSONNEL POLICY

A comprehensive personnel policy must be readily available and presented upon request. Items needing covered within the agency's comprehensive personnel policy are listed below.

Do you agree to provide a comprehensive personnel policy, if requested, that covers the listed items?

No \_\_\_\_\_ Yes

COMPREHENSIVE PERSONNEL POLICY MUST INCLUDE PROVISIONS FOR:

HIRING EMPLOYEES WITH DEPUTY REGISTRAR AGENCY EXPERIENCE
EQUAL EMPLOYMENT OPPORTUNITY
EMPLOYEE TRAINING BY THE DEPUTY REGISTRAR
PARTICIPATION IN BMV PROVIDED TRAINING
DOCUMENTED PERIODIC EMPLOYEE PERFORMANCE EVALUATIONS (ANNUAL AT A MINIMUM)
LIST OF GROUNDS FOR DISCIPLINE OR DISMISSAL
PROGRESSIVE DISCIPLINARY ACTION
DRESS CODE WITH LISTS OF ACCEPTABLE AND UNACCEPTABLE ATTIRE
POLICY FOR MAINTAINING PROFESSIONAL APPEARANCE
FRINGE BENEFITS

### 3.7 SECURITY PLAN SUMMARY

If you are awarded a contract, you will be required to adopt a security plan to assure that agency employees, patrons, other citizens, equipment, and consigned inventory will be protected from harm (your plan should detail how you intend to address the items listed below).

If you are awarded a contract, do you agree to provide all of the following?

Yes  No

ELECTRONIC ALARM SYSTEM
ALARM SYSTEM MONITORED 24 HOURS, OFF-SITE
ALARM SYSTEM REPORTS OFF-SITE IF WIRES ARE CUT OR TAMPERED
ADEQUATE ALARM MONITORED PANIC/HOLD BUTTONS
MOTION DETECTORS CONNECTED TO ALARM SYSTEM
ALARM MONITORED DOOR CONTACT ON ALL EXTERIOR DOORS
ALARM MONITORED CONTACTS ON ALL EXTERIOR WINDOWS
VIDEO RECORDING CAMERA SURVEILLANCE SYSTEM
A SAFE OR SECURE LOCKING CABINET
A SECURED STORAGE ROOM WITH ALARM MONITORED CONTACTS ON DOOR(S) AND WINDOW(S)
A CROSS CUT SHREDDER
SECURELY LOCK ALL DOORS AND WINDOWS WHEN OUTSIDE BUSINESS HOURS
SMOKE, FIRED, AND CARBON MONOXIDE DETECTION DEVICES
INTERIOR/EXTERIOR MOTION ACTIVATED SECURITY LIGHTS

**Note:** For Deputy Provided Sites, the deputy registrar shall install and maintain an approved alarm system. At BMV Controlled Sites, either the BMV or the deputy registrar will install an approved alarm system, which will be maintained by the deputy registrar.

### 3.8 FACILITY MAINTENANCE PLAN SUMMARY

If you are awarded a contract you will be required to adopt a facility maintenance plan, including provisions for maintaining the deputy registrar agency premises. Your plan should detail how you intend to address the items listed below.

If you are awarded a contract, do you agree to be responsible for the following either on your own, through your lease or sublease, or by separate contract:

No \_\_\_\_\_ Yes

<b>OUTDOOR BUILDING MAINTENANCE</b>
<b>KEEP OUTDOOR AREA FREE OF TRASH AND DEBRIS</b>
<b>PROVISION TO ASSURE PROMPT SNOW AND ICE REMOVAL</b>
<b>CLEANING INSIDE OF AGENCY INCLUDING EQUIPMENT</b>
<b>PROVISION FOR INSIDE/OUTSIDE MAINTENANCE</b>
<b>PROVISION FOR PROFESSIONAL CARPET/FLOOR CLEANING (MIN. OF ONCE A YEAR)</b>
<b>PROVISION FOR REPAINTING AND/OR COSMETIC UPDATES</b>

### 3.9 INVOLVED AND INVESTED IN YOUR BUSINESS

**Instructions:** Answer all of the following questions to the best of your ability. Please be concise and attempt to limit each answer to seventy-five (75) words or less. Include attachment(s) if more space is needed to answer any of the questions.

1. How do you plan to manage, be responsible, and be accountable for this business at all times?

By being readily present, pleasant, and knowledgeable on all the products and services we offer. By creating and improving business processes, procedures and cycles. By giving attention to details. By efficient management and organization of time, employees, finances, inventory, and the building. By keeping customer treatment & satisfaction the constant focus and priority of all BMV activities and effort. By employing staff that share these values and represent the image of the BMV, ODPS and the state of Ohio and therefore must reliably prioritize the customer and ensure customer satisfaction at all times.

2. How will you ensure that all laws, rules, guidelines and procedures are followed, at all times, specifically with regard to issuing and renewing driver's licenses, identification cards, and vehicle registrations?

By being thoroughly conversant and knowing the laws, rules, guidelines and procedures myself. By requiring all employees to know them and read the manuals and the broadcasts. By adequately vetting and thoroughly training employees in following all required and recommended guidelines of the The Registrar. Continuous training through classes, broadcasts, and manuals will be mandated and rewarded. New developments and process improvements would be shared before shifts and during staff meetings. Common & Known mistakes would be compiled & kept to be discussed regularly so that they can be avoided. A working environment that fosters a policy of "when in slightest doubt, ask a Manager" & "better safe than sorry" would be encouraged among my BMV employees.

3. What measures will you put in place to detect, deter, and prevent fraud?

I will create a clear and uncluttered work area where materials and resources are arranged in a logical, sequential, and functional manner. I will ensure a very well illuminated office which breeds transparency. I will provide proper internal controls of checks and balances that will be in our processes. I will ensure employees are well vetted, competitively and adequately compensated, and enjoy their work. I will ensure regular product inventory and camera systems review for employee actions as they handle confidential data. BMV materials in storage will be locked up. Walls & Notice Board will have information on Penalty for fraud. There will be Zero tolerance for theft and the authorities will be notified. I will provide a designated place away from work areas for staff personal items. I will also avoid employees working alone or in cliques. Down times will be used for going through manuals and cleaning.

4. The Bureau of Motor Vehicles routinely issues new and/or revised policy and procedural changes through email broadcasts to the deputy registrars. How will you ensure that policies and procedures are communicated to the staff and followed on a daily basis?

I would require employees to read, acknowledge and initial new policies and procedures. It would be printed before shifts; clarity and understanding would be verified. Changes would be discussed, simulated, and reviewed. Folders for broadcasts and newly updated information will be kept within reach of all employees. During down time, employees will be encouraged to read the different manuals in the BMV BASS system; if there is updated information or procedure discovered that no other employee is aware of, the employee that discovers this and alerts the rest of the team would be financially compensated under our fringe benefits.

5. How will you demonstrate good leadership to your employees?

I will be present and know every detail of the business. I will actually do every function in the work process from greeting customers, cleaning the agency, and picking up items for staff. I will exhibit a servant leader attitude. I will lead by example, modeling behavior and attitudes that staff could emulate. I will be involved in helping staff grow in their jobs and responsibilities. I will be sensitive and come to the aid of employees having difficulty with any service, product, or customer. I will ensure that employees are aware that their success and welfare in the workplace and outside is strongly desired by me.

6. How will you maintain a high level of professionalism each day in this business?

By keeping employees focused everyday on the customer and the joy and satisfaction of meeting the needs of others. This is highly rewarding. By letting employees know it is a "privilege" to work here and be able to serve customers. By letting employees know that we are representing the state of Ohio. Essentially we are the "face" of "BMV, ODPS & State of Ohio". So our interaction with the customer must live up to a highly professional standard and reputation and not create a bad image for these government agencies which we represent. Be optimistic, positive, complimentary, friendly, pleasant, kind, and nice to the employees and to the customers. Talk to customers with respect, patience, and empathy.

7. How do you intend to recruit and retain high quality employees?

I will work with City & County Chamber of Commerce to get good employees. Have good Customer Service reps shortlisted from the website Indeed.com. I will retain quality current staff at the location that love people and love what they are doing. I will employ staff with BMV experience and those with direct customer interaction experience. Explore job fairs on college campuses.  
I will compensate new and current employees with a very competitive and attractive wage. I will not assume employee's happiness but instead constantly get feedback from them as a group and individually to know they are happy with their job. I will also remove obstacles to their effectiveness at work.

8. How will you provide a safe, clean and friendly place to do business?

I will provide a very good security system including video surveillance. Well illuminated building. Doors secured with locks in the front and rear. I will ensure daily cleaning of tables, desks, equipment floor. Annual carpet cleaning. Painting of interior. Hand sanitizer available at every desk and table. I will have air-freshener available within reach of employees. The toilet & bathroom will be cleaned daily and well stocked for employee use.  
I will let employees know we all work as a team and there is a complimentary financial compensation for any employee that comes to the aid of needy employee in the course of their work. I will promote a conducive and friendly atmosphere.  
I will encourage employees to "Smile and have a welcoming, friendly disposition" to customers. Develop "a friendly welcome script" for customer approaching the counter just like you would have for answering the telephone in a business setting.  
Employee feeling overwhelmed should be comfortable and eager asking for help and assistance from a colleague or a manager.  
Every Employee should feel important and relevant to the business. A collegial team atmosphere would be encouraged  
When Employee mistakes happen, speedy resolution, remedy, and future avoidance should be the focus and not just impact of the mistakes.

9. How would you deal with an irate customer?

The goal is to be patient with the customer, listen to the grievance, identify what brought them to the BMV today and work to address that. Explain how the problem would be solved, and if it is out of our jurisdiction, provide the customer where to go to resolve the problem and how to get there. If we make a mistake, we would apologize; customers appreciate this.  
I will encourage my employees that the tone of their voice is very important in this situation; they are not to raise their voice, shout back, or point at the irate customer, they should also avoid getting angry or taking criticisms or customer outbursts personal. If they inadvertently become emotional, they should ask a manager for help with the customer. This even pacifies some customers as they perceive that their situation has been escalated to a higher authority. My managers and I would also be sensitive and step in as we see an interaction going south; we will introduce ourselves as the employee's manager and ask the customer how we can help. We will do this with sensitivity to the employee.

10. What training or advice do you, or will you, give to your employees for dealing with irate customers?

In addition to the answer in Question 9 above:

Don't take it personal or emotionally. With a soft voice, let customer know you want to solve the problem. Listen carefully, identify the need of the customer, apologize if it would pacify the customer, explain how you would help, then go resolve the problem. At the end, ask if there is anything else you could help with. Get the manager to help, this calms some customers. Especially if they think their issue is being specially attended to. At the end, ask them "if there is anything else you could help them with" and "if they are satisfied with the resolution of the problem".

11. How will you meet the expectations of the Bureau of Motor Vehicles?

I will work to meet and exceed the expectation of the BMV by keeping the obligations of my contract, the Deputy Registrar Agency manual, the DL, ID, and VR manuals and the laws pertaining to the BMV in the OAC and ORC. Concerted daily effort to satisfy the customers that come in and call on the phone. Keep the BMV operational, respect the time of customers, be in constant touch with the BMV updates and information. Have weekly and regular contacts with my Field Representative and district office for my Agency. Work to meet the metrics of the BMV. Keep records and logs expected of me by the BMV. Keep my Field Representative aware of activities at my Agency regarding successes, mistakes, employee performance, problems, and even goals; work to avoid surprises by the Field Representative. Check regularly with the Supervisors of my agency to know if we are living up to expectations. I will also be in touch with my Field Representative for another reason; to know if there are important operational lessons we can learn from other agencies that the Field Rep is responsible for.

12. Why should the Bureau of Motor Vehicles consider you for a deputy registrar license agency contract?

I have several years of experience working and managing a BMV as well as a Deputy Registrar. Experience turning around the previous bad reputation of an agency, with repeated daily positive customer comments and feedback.

I like to meet the needs of people and help out in difficult circumstances. I believe I can improve people's experience interacting with the BMV.

As Deputy Registrar, I was agile to adapt to COVID operational changes and post-COVID rush successfully.

Extensive professional experience working with people of different backgrounds and circumstances, resolving their urgent computer problems and fixing complex technical fixing the complex technical issues while also explaining the resolution in clear and understandable terms that is satisfactory to them. Being able to work under enormous public pressure resolving problems while minimizing the recurrence has prepared me for this DR opportunity.

Being an Engineer enables me to see services as procedures & processes and help improve them to enhance people's lives and work. These skills would continue to help me to contribute considerably to the goals of the BMV.

My Computer background is an asset to the BMV as computer systems and new technology solutions better improve BMV services to customers in areas such as kiosks, texting, wait-time technologies, online services and others. Being a Deputy Registrar, my experience would be an added benefit to the BMV in working with the agencies to get not only administrative but technical feedback.

My agency will strive to give each customer a pleasant experience.



### 3.10(A) AFFIDAVIT OF INDIVIDUAL

(Not to be used by County Auditors, Clerks of Courts or Nonprofit Corporations)

County of Cuyahoga :

State of Ohio \_\_\_\_\_:

I, OluDipe Oresanya, being first duly sworn, depose and say that:

- 1) I am submitting my proposal for appointment as deputy registrar in my own individual capacity, and not as an agent, representative, partner, or business associate of any kind whatsoever of any other person or persons;
- 2) If appointed, I will serve as a deputy registrar in my own individual capacity, and will not act as an agent, representative, partner, or business associate of any kind whatsoever of any other person or persons;
- 3) If appointed as deputy registrar, I will not assign my deputy registrar contract, in whole or in part, nor any of my deputy registrar's responsibilities to any other person or persons without the advance written consent of the Registrar;
- 4) If appointed as a deputy registrar, I will fully comply with all requirements set forth by the Registrar. I will not serve as an office manager of any deputy registrar agency other than my own; nor will I permit any other deputy registrar, the spouse of any deputy registrar, or the parent, child, brother, or sister of any deputy registrar living in the same household as the deputy registrar to operate my deputy registrar agency, directly or indirectly. I understand that I may hire the spouse, parent, child, brother, or sister of any deputy registrar as an employee, provided that I maintain control of my deputy registrar agency;
- 5) To the best of my knowledge and belief, I am fully qualified to serve as a deputy registrar, and there is no provision of the Ohio Revised Code or the Ohio Administrative Code which would make me ineligible to serve as a deputy registrar; and,
- 6) I have caused to be prepared, have read, and take full responsibility for, all forms and documents submitted with this proposal. All information is true, accurate, and complete to the best of my knowledge and belief. This affidavit is submitted by me for the purpose of obtaining a deputy registrar contract.

Signature of proposer: 

Printed/typed name of proposer: OluDipe Oresanya

Sworn to and subscribed in my presence by the above named OluDipe Oresanya

on this 29<sup>th</sup> day of JANUARY, 2024

  
Notary Public

Printed name of Notary Public: GLORIA ANN PICKETT

My commission expires: May 13, 2026



GLORIA A PICKETT  
Notary Public  
State of Ohio  
My Comm. Expires  
May 13, 2026

## 4.0 OPERATIONAL CHECKLIST

Proposer's Full Legal Name OluDipe Oresanya

Location Number 43-B

Proposer Number (*BMV use only*) \_\_\_\_\_

**INSTRUCTIONS:** You must submit one original of this form and all documents listed on this form **FOR EACH SITE YOU ARE PROPOSING.**

FORM	DESCRIPTION	X	BMV
4.0	Operational Checklist (this form)	✓	
4.1	Appointment of Agency Managers	✓	
4.2	Experienced Employees Summary	✓	
4.3	Staffing and Personnel Costs Calculation	✓	
4.4	Start-Up Costs Calculation Amount: \$ <u>19241.00</u>	✓	
4.5	Deputy Registrar Contract (2 pages only)	✓	

## 4.1 APPOINTMENT OF AGENCY MANAGERS

Proposer's name: OluDipe Oresanya Location number: 43-B

- (A) DEPUTY REGISTRAR: As deputy registrar, I agree to work in the agency at least 20 hours per week during the hours the agency is open to the public for business throughout the entire term of the contract. I understand that the minimum requirement for deputy registrars is twenty (20) hours per week during the hours the agency is open for business. This twenty-hour requirement does not apply to County Auditors/Clerks of Courts, nonprofit corps., or deputy registrars operating multiple locations (assessed as received).
- (B) OFFICE MANAGER: I understand and agree that I must appoint either myself or another reliable person to serve as the office manager for the agency, and that the office manager must be scheduled to work at the agency at least thirty-six (36) hours per week during the hours the agency is open to the public for business. It is my intention to:
- Appoint myself as the office manager and work at least thirty-six hours per week during the hours the agency is open to the public for business.
- Appoint another reliable person to serve as the office manager to work at least thirty-six hours per week during the hours the agency is open to the public for business.
- (C) ASSISTANT OFFICE MANAGER: I understand and agree that I must appoint a reliable person to be responsible for the management of the agency in the absence of myself and the agency office manager during the hours the agency is open to the public for business.
- (D) OTHER EMPLOYEES: I agree to maintain an accurate and current roster of my office manager, assistant office manager, and all other employees and their work schedules, as well as my own work schedule, on file and available for inspection by BMV employees at all times. I also agree to notify the BMV in writing immediately of any changes in the appointment of the office manager or assistant office manager, and to keep the employee roster complete and current.



\_\_\_\_\_  
Deputy registrar (proposer) signature

Date: 01/30/24

## 4.2 EXPERIENCED EMPLOYEES SUMMARY

Proposer's name: OluDipe Oresanya Location number: 43-B

(A) HIRING EXPERIENCED EMPLOYEES. I certify that if I am appointed as a deputy registrar under contract with the Registrar of Motor Vehicles, I will make every good faith effort to hire and retain qualified employees who have relevant experience working in a deputy registrar agency. I agree to make bona fide offers of employment at comparable wages and under comparable conditions to their most recent deputy registrar employment experience.

(B) CHECK WHICHEVER APPLIES:

I HAVE NOT BEEN A DEPUTY REGISTRAR OR DEPUTY REGISTRAR EMPLOYEE. I have not yet identified any prospective employees who have relevant deputy registrar experience. However, if awarded a contract, I will make every reasonable effort to identify and hire, if possible, qualified employees who have relevant experience working in a deputy registrar agency. **Please do not contact any deputy registrar employees until after you have been awarded a contract.**

I AM OR HAVE BEEN A DEPUTY REGISTRAR OR DEPUTY REGISTRAR EMPLOYEE. I have identified the following persons to whom I will make a bona fide offer of employment at comparable wages and under comparable conditions to their present employment. (A deputy registrar or a proposer who has deputy registrar employment experience may list himself or herself here):

Name of Experienced Employee	Length of Experience
Gloria Bogan	24 years
Ciara Ramor	3 years
Tracey Higgins	7 years
Shelley Hill	5 years
Jaceta Mahone	5 years

(C) I understand that failure to hire properly qualified and experienced deputy registrar employees is grounds to withhold or terminate my deputy registrar contract.



Date: 01/30/24

Deputy registrar (proposer) signature

### 4.3 STAFFING AND PERSONNEL CALCULATION

Proposer's name: OluDipe Oresanya Location number: 43-B

**Instructions.** Use this form to project the number of hours the deputy registrar, office manager, assistant office manager, and all other experienced (if known) and/or new hire employees will work, the projected hourly wages paid, and the weekly and monthly payroll costs.

The deputy registrar shall be regularly scheduled and on duty at the license agency at least twenty (20) hours per week, during regular business hours. This twenty-hour requirement does not apply to nonprofit corps., county auditors/clerks of court, or deputy registrars operating multiple locations (assessed as received). The deputy registrar shall appoint a full-time office manager, who shall be either the deputy registrar or a full-time employee with responsibility for management of the agency. The office manager shall be regularly scheduled, and shall work at least thirty-six (36) hours per week during regular business hours. The deputy registrar shall also designate an assistant office manager who shall supervise the agency in the absence of the deputy registrar and the full-time office manager.

The projected total weekly work hours for the deputy registrar and all employees should equal or exceed the minimum staffing recommended for the Class Size Agency as prescribed in the Agency Specifications.

In accordance with the standards established by the United States Department of Labor, Wage and Hour Division; Ohio Constitution; and Ohio Department of Commerce; all license agency employees must be paid at least the current minimum wage rate of \$7.25 per hour by businesses with gross receipts of less than \$385,000 per year and \$10.45 per hour by businesses with gross receipts of \$385,000 or more per year.

The deputy registrar need not list any salary or wages for the deputy's own service as deputy registrar or as the office manager.

**Caution. For deputy registrars who also serve as the office manager, be careful not to duplicate hours worked.**

EMPLOYMENT POSITION	PROJECTED HOURS PER WEEK	PROJECTED HOURLY RATE	PROJECTED WEEKLY PAY	PROJECTED MONTHLY PAY (weekly x 4)
Deputy Registrar	20.00	N/A	N/A	N/A
Office Manager (leave blank if the Deputy Registrar is also the Office Manager)	36.00	\$ 16.00	\$ 576.00	\$ 2,304.00
Assistant Office Manager	36.00	\$ 14.00	\$ 504.00	\$ 2,016.00
Experienced Employees Total Number (combine Full-time & Part-time) = <u>2</u>	64.00	\$ 12.00	\$ 768.00	\$ 3,072.00
New Hire Employees Total Number (combine Full-time & Part-time) = <u>3</u>	76.00	\$ 11.00	\$ 836.00	\$ 3,344.00
<b>TOTALS</b>	<b>232.00</b>	<b>N/A</b>	<b>\$ 2,684.00</b>	<b>\$ 10,736.00</b>

## 4.4 START-UP COSTS CALCULATION

Proposer's name: OluDipe Oresanya Location number: 43-B

The purpose of this form is to assure the BMV that you are financially able to cover the costs of beginning a deputy registrar business. We need to know that you have enough financial resources to cover your personnel, site preparation, and site rental costs.

### 1. PERSONNEL COSTS (FOUR WEEKS)

Use Form 4.3 to calculate four (4) weeks' personnel costs for this location.

\$ 10736.00  
                    

### 2. SITE PREPARATION COSTS (AMORTIZED)

A. **If this is a Deputy Provided Site**, calculate and enter the actual projected costs you will need to spend to prepare the building for use as a deputy registrar agency in each of the following categories:

1. Building Modifications	\$	<u>                    </u>
2. Counter Costs	\$	<u>                    </u>
3. Other Costs	\$	<u>                    </u>
4. Total	\$	<u>                    </u>

Total amortized over 60 month contract period  
(Divide line 4 by 60) = \$                     

B. **If this is a BMV Controlled Site**, enter the information contained in the Agency Specifications for this location. **Do not change the information from the Agency Specifications.**

\$ 0  
                    

### 3. AGENCY RENTAL PAYMENTS (3 MONTHS)

A. **If this is a Deputy Provided Site**, enter the actual amount you will pay to rent or lease this site.

B. **If this is a BMV Controlled Site**, enter the estimated rent listed in the Agency Specifications for this site. **Do not change the amount listed.**

One month's rent: \$ 2835.00 x 3 = \$ 8505.00

### TOTAL START-UP COSTS

[four weeks' personnel costs, plus one month's amortized site preparation costs (2.A total amount or 2.B BMV Controlled Site amount), plus three months' rent] \$ 19241.00

**STATE OF OHIO**  
**DEPARTMENT OF PUBLIC SAFETY**  
**BUREAU OF MOTOR VEHICLES**  
**DEPUTY REGISTRAR CONTRACT – 2024**

This Agreement is made by and between the Registrar of Motor Vehicles, (Registrar, herein), located at 1970 West Broad Street, Columbus, Ohio 43223-1102 and OluDipe Oresanya \_\_\_\_\_, (deputy registrar, herein) whose

home mailing address is \_\_\_\_\_

(City) Glenwillow, Ohio (Zip) 44139, to operate a deputy

registrar agency, Location No. 43-B, to be located as follows: in the

State of Ohio, County of Lake

City/Village/Township (indicate which) City of Wickliffe

Street address: 30170 Euclid Ave

(City) Wickliffe, Ohio (Zip) 44092

**WHEREAS**, the Registrar of Motor Vehicles, pursuant to section 4503.03, section 4507.01, and other applicable sections of the Ohio Revised Code, wishes to appoint and contract the above named person as deputy registrar for the above referenced location;

**WHEREAS**, the above named deputy registrar wishes to accept this appointment and contract as deputy registrar;

**NOW, THEREFORE, IT IS AGREED AS FOLLOWS:**

1. The Registrar hereby appoints the above named person as a deputy registrar subject to the 2024 Deputy Registrar Contract Terms and Conditions which are incorporated herein by reference;
2. The above named person hereby accepts appointment as a deputy registrar subject to the 2024 Deputy Registrar Contract Terms and Conditions incorporated herein by reference;
3. The term of this appointment and contract shall begin on the **30<sup>th</sup>** day of **June, 2024**, and shall end on the **30<sup>th</sup>** day of **June, 2029**, unless otherwise terminated as provided herein;

4. The deputy registrar is appointed and accepts appointment in the capacity of [state whether: "an individual," "County Auditor for (specify county)," "Clerk of Courts for (specify county)," or "a nonprofit corporation"]:

An Individual

5. The Deputy Registrar certifies that he or she has read, understands, and hereby agrees to all of the 2024 Deputy Registrar Contract Terms and Conditions incorporated herein.

[Signature]  
Deputy Registrar signature

01/29/24  
Date

STATE OF OHIO :  
:  
COUNTY OF Lake :

Before me, a notary public in and for said county and state, personally appeared the above named OluDipe Oresanya, who acknowledged that he or she did sign the foregoing instrument and that the same is his or her free act and deed.

IN WITNESS WHEREOF I have hereunto set my hand and official seal, this 29th day of January, 2024.

[Signature]  
NOTARY PUBLIC

Printed name of Notary Public: GLORIA ANN PICKETT

My commission Expires: May 13, 2026

STATE OF OHIO  
DEPARTMENT OF PUBLIC SAFETY  
BUREAU OF MOTOR VEHICLES



GLORIA A PICKETT  
Notary Public  
State of Ohio  
My Comm. Expires  
May 13, 2026

BY: \_\_\_\_\_  
REGISTRAR OF MOTOR VEHICLES

Done at Columbus, Ohio, on \_\_\_\_\_