



**American Association of  
Motor Vehicle Administrators**

**OUR MISSION**

*Serve North American  
motor vehicle and law  
enforcement agencies  
to accomplish their  
missions.*

**OUR VISION**

*Safe drivers  
Safe vehicles  
Secure identities  
Saving lives!*

# REQUEST FOR PROPOSAL

No. FY26-988

Employee Handbook Review and Revision

November 2025

AAMVA - Official Use Only

American Association of Motor Vehicle Administrators

The American Association of Motor Vehicle Administrators (AAMVA) is a non-profit organization, representing the state and provincial officials in the United States and Canada who administer and enforce motor vehicle laws.

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# 1 INTRODUCTION

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## 1.1 ENTITY BACKGROUND

AAMVA is a tax-exempt, nonprofit organization that develops and supports model programs in motor vehicle administration, law enforcement, and highway safety. The association also serves as an information clearinghouse in these areas and acts as the international spokesman for these interests.

Founded in 1933, AAMVA represents the state and provincial and territorial officials in the United States and Canada that administer and enforce motor vehicle laws. AAMVA's programs encourage uniformity and reciprocity among the states and provinces. The association also serves as a liaison with other levels of government and the private sector. Its development and research activities provide guidelines for more effective public service. AAMVA's membership includes associations, organizations and businesses that share an interest in the association's goals.

## 1.2 PURPOSE

The American Association of Motor Vehicle Administrators (referred to here as “AAMVA”) releases this request for proposal (RFP) to solicit proposals from qualified firms interested in participating in the bidding process.

The purpose for this RFP is to secure professional services to conduct a comprehensive review, revision, and update of AAMVA’s current Employee Handbook. The goal of this project is to ensure the handbook is legally compliant, clearly written, and aligned with AAMVA’s current policies, workplace culture, and operational practices.

Requisitioned Services:

### 1) Employee Handbook Review, Compliance, and Revisions

- Evaluate the existing Employee Handbook for compliance with applicable federal, state, and local employment laws and regulations.
- Identify and recommend updates to reflect current legal requirements, best practices, and organizational standards.
- Revise and modernize the language and structure of the handbook to ensure clarity, consistency, and accessibility for all employees.
- Incorporate employee- centered language that AAMVA’s values and commitment to a positive workplace culture.
- Ensure the handbook serves as an accurate and user-friendly resource that effectively communicates policies, work expectations and practices, and employee benefits.
- Benchmark AAMVA’s policies against industry standards and best practices.
- Deliver a compliance summary outlining risk areas and suggested updates.

### 2) Employee Handbook Format and Design

- Redesign the handbook layout for readability and modern presentation (digital and print).
- Develop a version control and tracking system to maintain future updates efficiently.
- Provide a final, editable, and branded version in both PDF and Word format.
- Include table of contents hyperlinks and user-friendly navigation tools for digital use.

### 3) Employee Handbook Implementation and Rollout Support

- Assist HR with Communication and rollout of the updated handbook to staff.
- Develop support with talking points, FAQs and acknowledgement forms for employee distribution.

- Provide a short presentation or overview session for HR and management on key policy changes.

### 1.2.1 Additional Purpose Details

AAMVA currently maintains an Employee Handbook that outlines workplace policies, benefits, and expectations. While the handbook provides a strong foundation, it has not undergone a full revision since June 2022. Portions of the content are outdated or incomplete due to evolving employment laws and organizational changes.

1. The existing handbook effectively communicates basic policies and benefits. Legal references and compliance content (e.g., wage and hour policies, flex time policy, anti-harassments) require updates to align with current laws for an organization with employees in multiple states across the US.
  - a. What works.

The current employee handbook has served as a reliable reference for core policies. Employees are generally familiar with and routinely reference its content.
  - b. What doesn't work.

Language is inconsistent and sometimes ambiguous. Certain sections do not reflect current state and federal requirements, as the handbook was developed before having employees working in multiple states within the US. The handbook is not optimized for digital access.
  - c. What else do we need that was not originally considered when last procured.

A full legal and compliance review. Simplified and updated policy language. A refreshed format that improves usability and readability. Rollout support to help communicate updates effectively to all employees.

## 1.3 MINIMUM QUALIFICATIONS

The offeror must have a minimum of (5) years demonstrated experience in the services listed in this RFP.

### 1.3.1 Additional Procurement Specific Qualifications (Required)

The selected vendor will be responsible for evaluating the current handbook, identifying gaps, providing recommendations, revising policies and language, and producing a finalized, compliant, and user-friendly version of the Employee Handbook. The project also includes support for communication, rollout, and training related to the updated handbook.

#### General Requirements

The following requirements apply to all service/commodity lines under this RFP:

- The vendor must have demonstrated experience in human resources policy development, employment law compliance, and employee handbook creation or revision.
- All work must comply with current federal, state, and local employment regulations, including but not limited to the **Fair Labor Standards Act (FLSA)**, **Family and Medical Leave Act (FMLA)**, **EEO and ADA guidelines**, and other applicable labor standards.
- Deliverables must be written in clear, inclusive, and professional language consistent with AAMVA's organizational tone and culture.
- Vendor must ensure confidentiality of all AAMVA materials and employee-related information reviewed during the engagement.
- All recommendations and revisions must be reviewed and approved by AAMVA Human Resources prior to finalization.
- Vendor must provide editable versions of all deliverables and participate in at least one review session with HR leadership.

#### Minimum Qualifications

The vendor providing services under Service/Commodity Line 1 and Line 2 must meet the following minimum qualifications:

- Minimum of five (5) years of experience providing HR compliance consulting, policy drafting, or employee handbook development for public or private sector organizations.
- Proven familiarity with multi-jurisdictional employment law compliance.
- Demonstrated ability to produce concise, readable, and accessible policy documentation.

## 1.4 PERIOD OF PERFORMANCE

The performance period for the anticipated contract will start upon a fully executed contract.

| Contract Period | Start                               | End                                                            |
|-----------------|-------------------------------------|----------------------------------------------------------------|
| Base Contract   | Contract Award / Contract Signature | Approximately 3-4 months from the date the contract is signed. |



## 2 GENERAL INFORMATION

### 2.1 RFP COORDINATOR

The RFP Coordinator is the sole point of contact at AAMVA for this procurement. All communication between the Offeror and AAMVA upon receipt of this RFP shall be with the RFP Coordinator, as follows:

| Name                  | AAMVA Procurement              |
|-----------------------|--------------------------------|
| Address               | 4250 Fairfax Drive, Suite 1000 |
| City, State, Zip Code | Arlington, Virginia 22203      |
| Phone Number          | 703.908.5877                   |
| E-Mail Address        | procurement@aamva.org          |

AAMVA will consider any other communication as unofficial and non-binding on AAMVA. Communication directed to parties other than the RFP Coordinator, as related to the scope of the RFP, may result in disqualification of the Proposal.

### 2.2 ESTIMATED SCHEDULE OF PROCUREMENT ACTIVITIES

The estimated procurement schedule of activities for this RFP is as follows; AAMVA reserves the right to modify this schedule:

| Activity                                                    | Date                                             |
|-------------------------------------------------------------|--------------------------------------------------|
| Issue RFP                                                   | November 24 <sup>th</sup> , 2025                 |
| Written Intent to Bid Due                                   | December 5 <sup>th</sup> , 2025                  |
| Written Questions Due from Offerors About Scope or Approach | December 12 <sup>th</sup> , 2025                 |
| Pre-Proposal Conference (Optional element)                  | TBD                                              |
| Proposals Due                                               | December 31 <sup>st</sup> , 2025                 |
| Evaluate Proposal                                           | January 2 <sup>nd</sup> -16 <sup>th</sup> , 2026 |
| Finalist Presentations (Optional element)                   | TBD                                              |
| Announce "Apparent Successful Offeror"                      | 1-week post presentations                        |

## 2.3 ACCEPTANCE PERIOD

The Proposal must provide 120 days for acceptance by AAMVA from the date of submission.

## 2.4 RESPONSIVENESS

The RFP Coordinator will review the Proposal to determine compliance with administrative requirements and instructions specified in this RFP. The offeror is specifically notified that failure to comply with any part of the RFP may result in rejection of the Proposal as non-responsive.

AAMVA also reserves the right, at its sole discretion, to waive minor administrative irregularities.

## 2.5 MOST FAVORABLE TERMS

AAMVA reserves the right to make an award without further discussion of the Proposal submitted. Therefore, the Proposal should be submitted initially with the most favorable terms that the offeror can propose. AAMVA also reserves the right to contact a offeror for clarification of its Proposal and request a face-to-face meeting.

The offeror must be prepared to accept this RFP for incorporation into a contract resulting from this RFP. It is understood that the Proposal will become a part of the procurement file on this matter without obligation to AAMVA.

## 2.6 GENERAL TERMS AND CONDITIONS

The apparent successful offeror will be expected to enter into a contract or purchase order with general terms and conditions agreeable to both parties. It is AAMVA's preference to engage offeror's under AAMVA's own standard contract terms and conditions in response to this solicitation; however, depending upon the specific procurement requirements, AAMVA may entertain offeror standards contract terms. The offeror may submit exceptions as allowed in [§5.2 Exhibit B: Certifications and Assurances](#) to this solicitation. AAMVA will review requested exceptions and will accept or reject them at its sole discretion.

## 2.7 COSTS TO PROPOSE

AAMVA will not be liable for any costs incurred by the Offeror in preparing a Proposal submitted in response to this RFP, or in performing any other activities related to responding to this RFP.

## 2.8 NO OBLIGATION TO CONTRACT

This RFP does not obligate AAMVA to contract for the services specified herein.

## 2.9 REJECTION OF PROPOSAL

AAMVA reserves the right at its sole discretion, and without penalty, to reject any and all proposals received and not to issue a contract as a result of this RFP.

## 3 SCOPE OF SERVICES AND STATEMENT OF WORK

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### 3.1 OVERVIEW AND GENERAL REQUIREMENTS

This section lists services that AAMVA seeks from offerors throughout the duration of the contract.

AAMVA seeks professional services to conduct a comprehensive review, revision and modernization of its current Employee Handbook. The updated handbook should reflect AAMVA's evolving work environment, including areas such as remote work, flexible scheduling, workplace conduct, and modern employee engagement practices. The final deliverable will be a fully revised complaint, and formatted handbook ready for publication and distribution in both digital and print formats.

### 3.2 SERVICE/COMMODITY LINE ITEMS

The selected vendor will be responsible for evaluating the current handbook, identifying gaps, providing recommendations, revising policies and language, and producing a finalized, compliant, and user-friendly version of the Employee Handbook. The project also includes support for communication, rollout, and training related to the updated handbook.

#### 3.2.1 Employee Handbook Review, Compliance, and Revisions

The vendor shall revise and update handbook language to ensure legal compliance, inclusivity, and alignment with AAMVA's culture. The vendor will also modernize the handbook's design, layout, and digital usability. The vendor shall conduct a thorough assessment of AAMVA's current Employee Handbook to identify outdated or noncompliant policies, inconsistencies, and areas for improvement. The vendor should evaluate compliance with applicable federal, state, and local employment laws and benchmark AAMVA's policies against current HR best practices.

##### 3.2.1.1 *Compliance Review*

Review the existing Employee Handbook for compliance with all relevant labor laws and regulations. Identify risk areas and provide a written compliance summary, including citations where applicable.

##### 3.2.1.2 *Benchmarking and Best Practices*

Compare AAMVA's policies to industry and public-sector best practices. Provide recommendations for updates to reflect workplace norms.

### *3.2.1.3 Policy Revision and Drafting*

Update existing policies and draft new ones as needed. Ensure all policies are clear, accessible, and concise with gender-neutral language. Identify gaps, provide recommendations, revise policies and language, and produce a finalized, compliant, and user-friendly version of the Employee Handbook.

## **3.2.2 Format, Design, and Accessibility**

The vendor shall revise and update handbook language to ensure legal compliance, inclusivity, and alignment with AAMVA's culture. The vendor will also modernize the handbook's design, layout, and digital usability.

### *3.2.2.1 Employee Handbook Format and Design*

Redesign the handbook layout to improve readability and navigation (digital and print). Include an interactive table of contents, hyperlinks, and branding consistent with AAMVA's style and guidelines.

### *3.2.2.2 Employee Handbook Accessibility and Useability*

Deliver an editable master copy (Word Format) and a final publication version (PDF). Develop a version control system to support future updates and revisions.

## **3.2.3 Employee Handbook Implementation and Rollout Support**

The vendor may provide post-revision support to assist AAMVA in implementing the updated Employee Handbook organization wide.

### *3.2.3.1 Communication Support*

Provide support to the HR team with preparing internal communication, talking points and (FAQs).

### *3.2.3.2 Presentation and Overview*

Conduct an overview/presentation session for HR and management on key policy changes.

### *3.2.3.3 Employee Acknowledgement Process*

Provide suggestions, tools or templates for collecting employee acknowledgement of receipts and review of the new handbook.

## 4 PROPOSAL INSTRUCTIONS AND EVALUATION PROCEDURE

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### 4.1 PROPOSAL CONTENT

The proposal shall be comprised of the following two (2) volumes, numbered Volumes I and II. Please follow the submission instructions listed in section 4.2.

#### 4.1.1 Volume I Corporate & Technical Experience

- Limit to ten - twelve single-spaced pages.

##### 4.1.1.1 *Volume 1.1 Corporate*

- Offeror(s) shall provide a summary of any corporate information relevant to this RFP, which should include, at minimum: Length of time providing like requested services, experience handling similar level of services as AAMVA needs in this RFP, and summary of the financial strength of the company.
- Offeror(s) shall describe three (3) examples of similar support services that offeror has provided of comparable size in the past three (3) years. For each example include contact information, project scope, relevance to this solicitation, timeline/dedicated hours, and written permission for a reference to discuss its performance with AAMVA.

##### 4.1.1.2 *Volume 1.2 Technical Solution*

- Limit to twenty-five (25) single spaced pages including graphics.
- Please format your response in the same outline as Section 3 of this RFP.

#### 4.1.2 Volume II Price Proposal

- Limit to ten (10) single spaced pages.
- Offeror(s) shall provide the best financial proposal to complete the work for the duration of the contract term.
- Professional Services
  - Labor costs

- Other Direct Costs (ODC)
- Total Cost (Assume the engagement is a firm fixed price)

## 4.2 PROPOSAL SUBMISSION

- Proposal must be submitted in soft copy (Adobe PDF format) as set forth below.
- All text shall be twelve (12) point font, and page limits shall be as indicated. ***Please do not include corporate marketing material or boiler plate information in your response.***
- The Proposal is to be sent to the RFP Coordinator at the email address noted in [§2.1 RFP Coordinator](#). The email must be clearly marked with the RFP number.
- Any modifications to a Proposal in response to this RFP will be subject to these same conditions. The Proposal must respond to the procurement requirements. Do not respond by referring to material presented elsewhere. 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 AAMVA and will not be returned.
- Proposals must be submitted as two separate files in your response as follows:
  - **File 1:** Shall include Volumes I labeled “Corporate & Technical Proposal Response for RFP 988 by <company name>.pdf”
  - **File 2:** Shall include Volume II, Price proposal response labeled “Price proposal response for RFP 988 by <company name>.pdf”. Please also include the signed Exhibits B and C.

## 4.3 PROPOSAL EVALUATION

### 4.3.1 EVALUATION AND CONTRACT AWARD

All Proposal will be reviewed by the RFP Coordinator to determine compliance with administrative requirements and instructions specified in this RFP. Only responsive proposals which meet the minimum requirements will be forwarded to the evaluation team for further review.

### 4.3.2 EVALUATION PROCEDURE

Response to proposals will be evaluated in accordance with the specifications stated in this solicitation and any addendum issued. Award will be made to the offeror that provides the best overall value to AAMVA.

|          | Description                                          |
|----------|------------------------------------------------------|
| <b>1</b> | <b>Volume I Corporate &amp; Technical Experience</b> |
| 1.1      | Corporate/Firm Background                            |
| 1.2      | Experience/Past Performance                          |
| 1.3      | Project Scope of Services/Technical Solution         |
| <b>2</b> | <b>Volume II Cost Proposal</b>                       |
| 2.1      | Overall Price                                        |
| <b>3</b> | <b>Interviews</b>                                    |
| 3.1      | Presentations                                        |

## 5 RFP EXHIBITS

### 5.1 EXHIBIT B: CERTIFICATIONS AND ASSURANCES

I/we make the following certifications and assurances as a required element of the proposal to which this Exhibit A is attached, understanding that the truthfulness of the facts affirmed herein and the continuing compliance with these requirements are conditions precedent to the award or continuation of the related contracts:

1. I/we declare that all answers and statements made in the proposal are true and correct.
2. The prices and/or cost data have been determined independently, without consultation, communication, or agreement with others for the purpose of restricting competition. However, I/we may freely join with other persons or organizations for the purpose of presenting a single proposal.

3. The attached proposal is a firm offer for a period of 90 days following the due date for receipt of proposals, and it may be accepted by AAMVA without further negotiation (except where obviously required by lack of certainty in key terms) at any time within the 60-day period.
4. In preparing this proposal, I/we have not been assisted by any current or former employee of AAMVA whose duties relate (or did relate) to this proposal or prospective contract, and who was assisting in other than his or her official capacity. Any exceptions to these assurances are described in full detail on a separate page and attached to this document.
5. I/we understand that AAMVA will not reimburse any costs incurred in the preparation of this proposal. All proposals become the property of AAMVA and I/we claim no proprietary right to the ideas, writings, items, or samples presented in the proposal, unless so stated in the proposal.
6. Unless otherwise required by law, the prices and/or cost data which have been submitted have not been knowingly disclosed by the offeror and will not knowingly be disclosed by him/her prior to opening, directly or indirectly, to any other offeror or to any competitor.
7. I/we agree that submission of the attached proposal constitutes acceptance of the solicitation contents and the attached general terms and conditions. If there are any exceptions to these terms, I/we have described those exceptions in detail on a page attached to this document.
8. No attempt has been made or will be made by the offeror to induce any other person or firm to submit or not to submit a proposal for the purpose of restricting competition.

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*Signature of Offeror*

*Printed Name, Title and Date*



## 5.2 EXHIBIT C: CERTIFICATION REGARDING DEBARMENT, SUSPENSION, AND OTHER RESPONSIBILITY MATTERS

The prospective offeror certifies to the best of its knowledge and belief that it and its principals:

1. Are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any Federal department or agency;
2. Are not presently debarred, suspended, proposed for debarment, declared ineligible, or voluntarily excluded from covered transactions by any department or agency of the Commonwealth of Virginia or any of the jurisdictions comprising the membership of the American Association of Motor Vehicle Administrators (AAMVA);
3. Have not within a three year period preceding this date been convicted of or had a civil judgment rendered against them for commission of fraud or criminal offense in connection with obtaining, attempting to obtain, or performing a public (Federal, State or local) transaction or contract under a public transaction; violation of Federal or State antitrust statutes or commission of embezzlement, theft, forgery, bribery, falsification or destruction of records, making false statements, or receiving stolen property;
4. Are not presently indicted for or otherwise criminally or civilly charged by a government entity (Federal, State or local) with commission of any of the offenses enumerated above of this certification; and
5. Have not within a three-year period preceding this date had one or more public transactions (Federal, State or local) terminated for cause or default.

Offeror understands that a false statement on this certification may be grounds for rejection of any submitted proposal or quotation or termination of any award. In addition, under 18 USC Sec. 1001, a false statement may result in a fine of up to \$10,000 or imprisonment for up to 5 years, or both if federal funds are being used to support the procurement.

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Printed Name of Offeror

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Printed Name and Title of Authorized Representative

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Signature of Authorized Representative