

## Report Title: Appendix A 08 - 10 Report

Agency: Department of Motor Vehicles (DMV)

Date: 7/8/2008

Agency Head Approval:

No

<b>Major Projects</b>				
<b>Automated Routing Solution – Hauling Permits</b>				
<b>Appropriation Act/Funding Status</b>				Fully Funded NGF 100%
In order to enhance the safety of the public traveling Virginia roadways, dramatically reduce the current labor intensive and time consuming manual processing of issuing hauling permits, and to improve customer service DMV proposes to purchase an Automated Routing Solution (ARS) (Superload Software Package) through sole source procurement. Bentley Systems' Superload Software Package is the only commercial routing software package available that provides a complete detailed live load bridge analysis of each bridge on the permit route, using the detailed axle configuration of the permit vehicle. This analysis occurs at high speed simultaneously with the other aspects of the route analysis using data models currently used by VDOT's Structures and Bridges Engineers. VDOT data will be integrated into the purchased ARS. The ARS will be integrated into the current DMV Internet Hauling Permit System so that the ARS and the DMV Hauling Permit System appear as one system. The procurement, customization, and implementation of the Superload Software Package will enable the customers served by the Hauling Permits Division to apply for and receive approximately 75% of all permits in one day or less without human intervention.				
Is this a proposed project or the continuation of an active project? (Proposed or Continuing)?				Continuing
Planned project start date:	4/2/2007	Planned project end date:	5/29/2009	
<b>Estimated Costs:</b>	<b>Total</b>	<b>General Fund</b>	<b>Nongeneral Fund</b>	<b>Nongeneral</b>
Project Cost (estimate at completion):	\$1,467,395	\$0	\$1,467,395	
Estimated project expenditures first year of biennium:	\$1,141,095		\$1,141,095	Non-general Funds
Estimated project expenditures second year of biennium:				
<b>Funding Required:</b>	<b>Total</b>	<b>General</b>	<b>Nongeneral</b>	<b>Nongeneral</b>
Funding required for first year of biennium:	\$1,467,395		\$1,467,395	Non-general Funds
Funding required for second year of biennium				
<b>Service Area</b>			<b>Weight</b>	

There are no service areas for this project.				
<b>Project Related Procurements</b>				
GIS Routing Software Module				
Procurement Description:	Purchase GIS Routing Software Module for Hauling Permits System. This module will be added to the existing Hauling Permits system to replace current manual processes. This software is intended to enhance DMV's Overweight permitting system (VAHPS). This software analyzes the affect of a specific vehicle as it travels over the highway network, as represented by a digital model of the network routes. The data required for the VDMV routing system will be that data normally developed and maintained by the Department of Transportation (VDOT).			
Planned Delivery Date:	12/31/2008	Procurement Cost:	\$1,348,750	
<b>Customer Management Queuing System</b>				
<b>Appropriation Act/Funding Status</b>				
<p>Replace the Department of Motor Vehicle's (DMV) current queuing system with a customer management system that will maximize technology and optimize the use of Customer Service Center (CSC) staffing resources. This technology will include web-based accessibility and improved reporting tools. This project involves an agency competitive procurement (RFP). The RFP was posted in Spring 2007. Proposals were received, reviewed, and contract negotiations have been conducted from June 2007 through January 2008. DMV posted the intent of award on February 21, 2008. The selected software is Q-Flow and the vendor is Software Performance Systems, Inc. (SPS). The software will be interfaced with the DMV CSCNet System. It is planned to begin rolling out the software to the CSCs in FY09. Payments for the software and hardware will begin in FY09 with user acceptance and the first successful roll out of the software.</p> <p>This project supports core agency functions related to customer service. It will assist with streamlining operations by offering the capability of capturing the "whole" customer experience. The Customer Management Queuing System will optimize employee productivity and enhance customer service. The system will provide the ability to assist staff with scheduling and identify customer trends allowing DMV to properly staff CSC offices and reduce wait times. The system will also provide customer scheduling capabilities, dashboard reporting, electronic distribution of reports, case management and contribute to DMV's Customer Management Relationship goals.</p> <p>The new CMS solution will be capable of being integrated with existing and future DMV systems based on its service oriented architecture.</p>				
Is this a proposed project or the continuation of an active project? (Proposed or Continuing)?				Continuing
Planned project start date:	4/30/2008	Planned project end date:	6/30/2009	
<b>Estimated Costs:</b>	<b>Total</b>	<b>General Fund</b>	<b>Nongeneral Fund</b>	<b>Nongeneral</b>
Project Cost (estimate at completion):	\$2,514,819	\$0	\$2,514,819	
Estimated project expenditures first year of biennium:	\$2,439,932		\$2,439,932	Non-general Funds
Estimated project				

expenditures second year of biennium:				
<b>Funding Required:</b>				
	<b>Total</b>	<b>General</b>	<b>Nongeneral</b>	<b>Nongeneral</b>
Funding required for first year of biennium:	\$2,439,932		\$2,439,932	Non-general Funds
Funding required for second year of biennium				
<b>Service Area</b>			<b>Weight</b>	
There are no service areas for this project.				
<b>Project Related Procurements</b>				
Customer Management Queuing System Procurement				
Procurement Description:	Replace the Department of Motor Vehicle's (DMV) current queuing system with a customer management system that will maximize technology and optimize the use of Customer Service Center (CSC) staffing resources. This technology will include web-based accessibility, new ticket dispensers, scheduling module, and improved reporting tools.			
Planned Delivery Date:	6/30/2009	Procurement Cost:	\$2,360,919	
<b>DMV CSI Systems Redesign Project</b>				
<b>Appropriation Act/Funding Status</b>				
<p>The DMV CSI Systems Redesign project focuses on the fragmented processing of DMV's core business areas of credentialing, tax processing, and financial management. The purpose of the CSI effort is to transform these fragmented and outdated systems into one modernized system that is responsive to the ever-changing needs relating to internal security, homeland security, legislative mandates, and customer relationship management.</p> <p>As we move forward with this endeavor, DMV has a unique opportunity to revolutionize the agency's approach to fulfilling its mission, carrying out core functions, and delivering service. DMV intends to fully integrate processing while incorporating and leveraging the full functionality and benefits of proposed technology solutions as well as the technology already in place.</p>				
Is this a proposed project or the continuation of an active project? (Proposed or Continuing)?				Proposed
Planned project start date:	10/1/2008	Planned project end date:	6/30/2013	
<b>Estimated Costs:</b>				
	<b>Total</b>	<b>General Fund</b>	<b>Nongeneral Fund</b>	<b>Nongeneral</b>
Project Cost (estimate at completion):	\$32,600,000	\$0	\$32,600,000	
Estimated project expenditures first year of biennium:	\$6,050,000		\$6,050,000	Non-general Funds
Estimated project	\$8,000,000		\$8,000,000	Non-general

expenditures second year of biennium:				Funds
<b>Funding Required:</b>				
	<b>Total</b>	<b>General</b>	<b>Nongeneral</b>	<b>Nongeneral</b>
Funding required for first year of biennium:	\$6,050,000		\$6,050,000	Non-general Funds
Funding required for second year of biennium	\$8,000,000		\$8,000,000	Non-general Funds
<b>Service Area</b>			<b>Weight</b>	
154 DMV 69902 Information Technology Services			Primary	
154 DMV 60101 Vehicle Regulation Services			Secondary	
154 DMV 60103 Driver Regulation Services			Secondary	
154 DMV 60105 Motor Carrier Regulation Services			Secondary	
154 DMV 69901 General Management and Direction			Secondary	
<b>Project Related Procurements</b>				
Contractor Services for BPR				
Procurement Description:	Through a Statement of Work using an existing Advanced IT Services Contract, DMV is seeking a business process re-engineering contractor who will provide support to the DMV Systems Redesign project during Phases 1, 2, and 3.			
Planned Delivery Date:	9/5/2006	Procurement Cost:	\$4,750,000	
DMV CSI Systems Redesign Procurement				
Procurement Description:	<p>The DMV CSI Systems Redesign project focuses on the fragmented processing of DMV's core business areas of credentialing, tax processing, and financial management. The purpose of the CSI effort is to transform these fragmented and outdated systems into one modernized system that is responsive to the ever-changing needs relating to internal security, homeland security, legislative mandates, and customer relationship management.</p> <p>As we move forward with this endeavor, DMV has a unique opportunity to revolutionize the agency's approach to fulfilling its mission, carrying out core functions, and delivering service. DMV intends to fully integrate processing while incorporating and leveraging the full functionality and benefits of proposed technology solutions as well as the technology already in place.</p>			
Planned Delivery Date:	6/30/2013	Procurement Cost:	\$0	
<b>Driver License Central Issue Services Project</b>				
<b>Appropriation Act/Funding Status</b>				
The Virginia Department of Motor Vehicles seeks to establish a multi-year services contract, through competitive negotiation, for a secure Driver's License/Identification Card (DL/ID) services solution including all necessary hardware, software products, design, development, customization, installation, training, personnel, supplies, and maintenance, on a firm fixed-price cost-per-card basis, as specified in detailed system design discussions with DMV and as required by any resulting contract.				

DMV has determined the following strategic points are essential in the procurement, design, development, and deployment of the new DL/ID solution:

1. Establish the identity of applicants when they first enter the application facility;
2. Accept only properly secured identity documents with the application and validate information to the extent feasible and practical;
3. Utilize security features that include tactile features that can be detected under normal conditions.
4. Ensure the capability to change security features in a proactive attempt to deter compromise.
5. Confirm the identity for renewals using prior image retrieval;
6. Validate the individual's entitlement by checking against databases of other jurisdictions;
7. Eliminate the potential for fraud using security procedures, audits and technology;
8. Utilize machine-readable forms and automated data capture tools to facilitate and ensure consistent data entry;
9. Link the issued document to the foundation documents presented at the time of application;
10. Ensure that the physical document is both secure and durable in view of its intended applications and the attacks to which it is most likely to be exposed;
11. Adopt a secure production process that limits and controls access to materials, equipment, processes and information;
12. Ensure a secure, smooth and efficient flow of data to the physical document production environment;
13. Establish a reliable and secure delivery method for the physical document;
14. Establish a comprehensive internal audit control process;
15. Enhance public awareness on the established policies and procedures for obtaining a document;
16. Aid law enforcement by providing better tools to identify legitimate documents;
17. Develop a training program outlining the security features of the issued document for those who will most frequently be in contact with the issued document for the purpose of inspection.
18. Ensure that DMV will be positioned to meet future Federal requirements.

In addition to the strategic points identified above, DMV is seeking an improved Virginia Driver's License and State Identification Card. Considered secure and reliable when first issued in 1999, the present driver's license and ID card lack the security standards now considered as minimum requirements in U.S. jurisdictions. Several state driver's license issuance authorities have recently replaced or announced plans to replace current driver's license issuance systems to meet the newer and upcoming standards for security and data integrity.

The DMV is seeking new solutions that address the growing demand for secure government photo identification, which has increased for many reasons including domestic airline travel requirements and the increased incidence of identity theft.

Is this a proposed project or the continuation of an active project? (Proposed or Continuing)?			Continuing	
Planned project start date:	6/30/2008	Planned project end date:	6/30/2009	
<b>Estimated Costs:</b>	<b>Total</b>	<b>General Fund</b>	<b>Nongeneral Fund</b>	<b>Nongeneral</b>
Project Cost (estimate at completion):	\$9,523,050	\$0	\$9,523,050	
Estimated project expenditures first year of biennium:	\$6,557,773		\$6,557,773	Non-general Funds
Estimated project expenditures second year of biennium:	\$2,965,277		\$2,965,277	Non-general Funds

<b>Funding Required:</b>	<b>Total</b>	<b>General</b>	<b>Nongeneral</b>	<b>Nongeneral</b>
Funding required for first year of biennium:	\$6,557,773		\$6,557,773	Non-general Funds
Funding required for second year of biennium	\$2,965,277		\$2,965,277	Non-general Funds
<b>Service Area</b>			<b>Weight</b>	
154 DMV 60103 Driver Regulation Services			Primary	
154 DMV 69901 General Management and Direction			Secondary	
<b>Project Related Procurements</b>				
Drivers License Central Issue Services				
Procurement Description:	Establish a new services contract to implement a turn-key vendor services solution in support of the driver's licensing process to produce driver's licenses from a centralized production facility. This new services contract will replace the current driver's license services contract which will expire in April, 2006. Estimated procurement cost is the estimated total cost of services over a 7-year contract period based on issuing approximately 2.2 million cards per year.			
Planned Delivery Date:	6/30/2009	Procurement Cost:	\$4,661,259	
<b>On-Demand Registration Card/ Validation Sticker Program</b>				
<b>Appropriation Act/Funding Status</b>				
Post an RFP to replace the current vehicle registration card/decal printing solution with a print on-demand system in HQ, 43 DMV Selects, 74 customer service centers, Virginia Correctional Enterprises and potentially 1201 dealers and fleets.				
Is this a proposed project or the continuation of an active project? (Proposed or Continuing)?				Continuing
Planned project start date:	10/1/2007	Planned project end date:	10/30/2008	
<b>Estimated Costs:</b>	<b>Total</b>	<b>General Fund</b>	<b>Nongeneral Fund</b>	<b>Nongeneral</b>
Project Cost (estimate at completion):	\$3,750,000	\$3,750,000	\$0	
Estimated project expenditures first year of biennium:				
Estimated project expenditures second year of biennium:				
<b>Funding Required:</b>	<b>Total</b>	<b>General</b>	<b>Nongeneral</b>	<b>Nongeneral</b>

Funding required for first year of biennium:				
Funding required for second year of biennium				
<b>Service Area</b>			<b>Weight</b>	
There are no service areas for this project.				
<b>Project Related Procurements</b>				
DMV vehicle registration card/decals printing				
Procurement Description:	RFP to award contract that will replace the current vehicle registration card/decals printing solution with a print on-demand system in HQ, 43 DMV Selects, 74 customer service centers, Virginia Correctional Enterprises and potentially 1201 dealers and fleets. Please expedite the approval of this amendment to guarantee completion of this project before the contract expires, August 2008.			
Planned Delivery Date:	10/1/2007	Procurement Cost:	\$3,750,000	
<b>TREDS</b>				
<b>Appropriation Act/Funding Status</b>				
Traffic Records Electronic Data System (TREDS) Development of an Electronic system for use by Law Enforcement, DMV, and VDOT for processing of the FR300P Crash report. The new TREDS system must be able to process the capturing of traffic crash reports in three ways. The first process should be able to process paper forms utilizing bubble fields that will be used to capture the crash information. The second process should be an electronic application, on the law enforcement agency representative's laptop, which will capture and initially edit the crash information. The third process is the ability to support data electronically transmitted from law enforcement agencies that currently have third party software implemented for the capturing of crash report data.				
Is this a proposed project or the continuation of an active project? (Proposed or Continuing)?			Continuing	
Planned project start date:	12/31/2005	Planned project end date:	6/30/2009	
<b>Estimated Costs:</b>	<b>Total</b>	<b>General Fund</b>	<b>Nongeneral Fund</b>	<b>Nongeneral</b>
Project Cost (estimate at completion):	\$5,335,000	\$0	\$5,335,000	
Estimated project expenditures first year of biennium:	\$703,100	\$0	\$703,100	Non-general Funds
Estimated project expenditures second year of biennium:				
<b>Funding Required:</b>	<b>Total</b>	<b>General</b>	<b>Nongeneral</b>	<b>Nongeneral</b>
Funding required for	\$703,100		\$703,100	Non-general

first year of biennium:				Funds
Funding required for second year of biennium				
<b>Service Area</b>			<b>Weight</b>	
154 DMV 60508 Transportation Safety Administration Services			Primary	
154 DMV 69902 Information Technology Services			Secondary	
<b>Project Related Procurements</b>				
DMV Crash reporting systems Project Manager				
Procurement Description:	DMV seeks a contractor who is a PMP certified and/or VITA certified Information Technology Project Manager as well as knowledgeable in electronic Crash reporting systems. This person will be tasked with conducting the business analysis, defining the business processes, systems analysis, detailed requirements, and implementation of an electronic Crash reporting system involving multiple agencies (DMV, VDOT, VCU, VSP, and Local Law Enforcement). This effort may include coordination and revision of the FR300P Crash Report. The purpose of the TREDS system is to increase efficiency and improve data quality, reduce redundant data entry, and eliminate data entry backlogs.			
Planned Delivery Date:	6/30/2005	Procurement Cost:	\$800,000	
DMV Purchase TREDS functionality				
Procurement Description:	In concert with the IT departments of DMV and VDOT, the project team has identified a specific technical approach of building the core system and purchasing existing software for the client application (or law enforcement portion). Core System functionality will include database creation, automated workflow, analytics/reporting and appropriate interface technology. For the software purchase, several vendors have been identified with selection to be accomplished through requirements/technical review and law enforcement feedback.			
Planned Delivery Date:	4/1/2007	Procurement Cost:	\$500,000	
DMV TREDS V2				
Procurement Description:	In concert with the IT departments of DMV and VDOT, the project team has identified a specific technical approach of building the core system and purchasing existing software for the client application (or law enforcement portion). Core System functionality will include database creation, automated workflow, analytics/reporting and appropriate interface technology. For the software purchase, several vendors have been identified with selection to be accomplished through requirements/technical review and law enforcement feedback.			
Planned Delivery Date:	4/1/2007	Procurement Cost:	\$500,000	

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<b>Non-Major Projects</b>				
<b>Data Entry Services</b>				
<b>Appropriation Act/Funding Status</b>				
Contract services to provide off-site data entry services to capture and record driver, vehicle, crash and law enforcement documents.				
Is this a proposed project or the continuation of an active project? (Proposed or Continuing)?				Continuing
Planned project start date:	6/1/2007	Planned project end date:	5/30/2012	
<b>Estimated Costs:</b>	<b>Total</b>	<b>General Fund</b>	<b>Nongeneral Fund</b>	<b>Nongeneral</b>
Project Cost (estimate at completion):	\$300,000	\$300,000	\$0	
Estimated project expenditures first year of biennium:				
Estimated project expenditures second year of biennium:				
<b>Funding Required:</b>	<b>Total</b>	<b>General</b>	<b>Nongeneral</b>	<b>Nongeneral</b>
Funding required for first year of biennium:				
Funding required for second year of biennium:				
<b>Service Area</b>			<b>Weight</b>	
There are no service areas for this project.				
<b>Project Related Procurements</b>				
DMV off-site data entry services				
Procurement Description:	Contract services to provide off-site data entry services to capture and record driver, vehicle, crash and law enforcement documents.			
Planned Delivery Date:	6/1/2007	Procurement Cost:	\$300,000	

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## **Stand Alone Major Procurements**

There are no Major Procurements for this Agency

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## **Stand Alone Non-Major Procurements**

There are no Non-Major Procurements for this Agency