

DELAWARE DEPARTMENT OF TRANSPORTATION

REQUEST FOR INFORMATION



**Delaware Department
of Transportation**

DIVISION OF MOTOR VEHICLE (DMV) OFF-SITE PRINTER SYSTEM

RFI - 1

RESPONSES DUE DATE/TIME: May 12, 2011 2:00 p.m. (local time)

Responses are to be delivered to Contract Administration, Delaware Department of Transportation, 800 Bay Road, Dover, Delaware 19901 by 2:00 p.m. local time on due date shown above.

Issued: April 11, 2011

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1. Overview & Authority

1.1 Purpose

The Division of Motor Vehicles of the Delaware Department of Transportation (DMV) is issuing this Request for Information (RFI) to gather information on securing a system to allow the secure printing of temporary tags on demand at locations other than the DMV.

1.2 Intent of this RFI

The intent of this Request for Information (RFI) is to obtain information on available motor vehicle agency systems from vendors who have experience in developing and implementing systems of this type. This information may be used for the preparation and selection of technology, and/or the creation of a Request for Competitive Sealed Proposals (CSP) document for the purpose of obtaining this system and equipment. DMV is not obligated to issue or award any contract subsequent to issuance of this RFI nor any CSP request that may result from this RFI.

1.3 Scope & Cost

Vendors shall be responsible for any liability or cost incurred in connection with responding to this RFI, and any subsequent CSP request. Vendors shall fully bear the costs associated with pre-contract activities, including submissions, proposal preparation, demonstrations, and/or communications.

1.4 Inquiries & Communication

Should the vendor have any questions as to the intent or meaning of any part of this proposal, they must contact DMV prior to the response due date to guarantee a timely reply.

All inquiries concerning this RFI must be submitted to the following individual, no other DMV employee may be contacted and responses from any other person shall have no effect on this RFI:

Wendy B. Henry, Contract Administration
Delaware Department of Transportation
800 Bay Road
Dover, Delaware 19901
wendy.henry@state.de.us

1.5 RFI Schedule

RFI Issued: April 11, 2011

RFI Responses Due by: 2:00 p.m. (local time) May 12, 2011

1.6 Confidentiality and Delaware Freedom of Information Act

DMV is subject to the Delaware Department of Transportation's (DelDOT) Freedom of Information Act (FOIA). For further information, see "FOIA regulations" under 'Information' on DelDOT's website; www.deldot.gov.

Vendors shall specifically designate those portions of their submissions, which they believe to be proprietary and, therefore, or otherwise, privileged under the Delaware Freedom of Information Act. DMV shall act accordingly and endeavor to maintain the confidentiality of those portions of vendor submissions marked "Confidential" in accordance with the FOIA regulations.

Vendors should include a redacted version of their proposal for this purpose. A copy or copies of each submission may be kept as part of the agency file and open to inspection by any person permitted by law.

Any RFI responses requested through the FOIA will not be released until after the CSP process has ended and a contract for DMV Off-site Temporary Tag printer system has been awarded, and an agreement is binding.

1.7 Right to Amend

DMV reserves the right to amend or supplement this RFI, giving equal information and cooperation by way of an issued addendum to all interested vendors as a result of any such amendment.

1.8 Liability for Errors

While DMV has used considerable efforts to ensure an accurate representation of information in this RFI, the information contained in the RFI is supplied solely as a guideline for vendors.

The information is not guaranteed or warranted to be accurate by the DMV nor is it necessarily comprehensive or exhaustive.

Vendors acknowledge and understand that it is their responsibility to obtain clarifications concerning this RFI.

Nothing in this RFI is intended to relieve vendors from forming their own opinions and conclusions with respect to the matters addressed in this RFI.

1.9 Use of this RFI

This RFI document, or any portion thereof, may not be reproduced or used for any purpose other than the preparation of a response by the vendor.

1.10 Submission

RFI responses must be received no later than specified in Section 1.5 to guarantee consideration. Responses are to be sent to:

Wendy B. Henry, Contract Administration
Delaware Department of Transportation
800 Bay Road
Dover, Delaware 19901

1.11 Format

An original (so marked) and two (2) copies of the RFI response should be submitted. An electronic version of the original and a redacted response should also be submitted in Microsoft Word format version 2003 or later on a CD.

1.12 Oral Interviews, Presentation, and/or Demonstration

During the review of RFI submissions DelDOT may request a meeting with select vendors for further clarification and/or demonstration of technology included in the RFI submission. Notification of any request for clarification, demonstration, or further communications will be made by e-mail.

In accordance with Section 1.3 Scope & Cost above, vendors shall be responsible for all costs associated with this RFI, subsequent CSP, and any demonstrations or meetings that may be requested by DMV during this process.

1.13 Completeness

Although DMV prefers that RFI responses are as complete and comprehensive as possible, the vendor may provide partial responses if all the information requested in this RFI cannot be reasonably provided.

2. Background

2.1 Objectives

DMV envisions that at a minimum, the following objectives will be met by the vendor's solution.

2.1.1 Print on Demand

The system will allow vehicle dealers and auctions to securely print temporary tags on demand at their locations. The system should enable the dealer or auction to transmit to DMV owner information including name and address; vehicle information including date of sale and insurance information.

2.1.2 Real-time Processing

The system will provide real-time processing and access to data. Information and transaction outputs will be available as soon as the transaction has been completed. The system should allow vehicle dealers and auctions to send DMV vehicle information including the year, make, model, color and vehicle identification number (VIN).

2.1.3 Access to Data

The system will have a data store with the ability to access data and information, and have standard reporting capabilities. The system must be available outside of normal DMV business hours.

2.1.4 Improved Security

The system will have single sign-on and will limit access to data, fields and values, screens, and system processes to only authorized users. The system will also enhance security and fraud prevention by tracking patterns of suspicious activity (customer and employee), producing automated exception reports and creating systems alerts to potential safety, security, and risk management issues.

2.1.5 Interfaces

The system will communicate with business partners by providing a consistent method to interface and a consistent message format for exchanging data.

2.1.6 Maintenance and Modification

The system will be easy to maintain and modify to accommodate frequent legislative changes, federal directives, and needed enhancements. Programs will be designed for ease of maintenance.

2.2 Organization and Services Overview

2.2.1 DMV Overview

DMV is responsible for a variety of services to the general public. DMV provides services from four separate facilities and is responsible for collecting over \$256 million in revenues annually for the Transportation Trust Fund. This revenue is generated by approximately 320 full-time and part-time employees.

DMV monitors and processes over 850,000 registered vehicles and over 630,000 licensed drivers.

The three main areas of responsibility of DMV include vehicle services, driver services and transportation services.

Vehicle Services

Vehicle services' responsibilities include vehicle inspection, uninsured motorist audits, collecting fines, and managing payment plans; data management and registering and titling vehicles. DMV also offers various specialty and vanity license plates, and handicap placards. Delaware recycles license plates and allows customers to switch tags between vehicles. Customers may also retain their tag for use on a vehicle in the future.

The vehicle services section of DMV also serves the automobile and truck dealers by licensing dealers and processing dealer title work. Division investigators assist with dealer licensing and ensure dealers follow all Delaware laws.

Vehicle titling is an important service offered by DMV. These services include general titling transactions as well as vehicles purchased from out of state, mobile homes, salvage vehicles, unregistered vehicles, antique vehicles and details of the fees associated with these transactions. The uninsured motorist section works to ensure all Delaware drivers have vehicle insurance as required by the law.

Driver Services

Driver services' responsibilities include educating, testing, licensing, monitoring and improving Delaware's licensed drivers. DMV applies the graduated driver licensing laws for those drivers under the age of 18 years as well as applying the federal requirements for our Delaware Commercial Driver License (CDL) holders. The Driver Improvement section processes drivers whose licenses are suspended, revoked, or disqualified for various violations of Delaware law. Driver Services is responsible for the tracking of driver medical conditions resulting in the termination or suspension of driving privileges.

DMV's driver services section also provides official identification cards to Delaware citizens, supports the State's Organ Donor Program, assists voter registration through the Motor Voter Program and provides various other driver services.

Transportation Services

Transportation services' responsibilities include the licensing and taxing of Delaware's motor fuel/special fuel dealers, monitoring of the State's retail fuel stations, issuing of oversize/overweight vehicle permits and licensing and enforcement of public carrier rules and regulations. DMV also participates in the International Fuel Tax Agreement and International Registration Plan to support the State's trucking industry.

Office Locations:

New Castle Division of Motor Vehicles

Airport and Churchmans Road
New Castle, Delaware 19720

Greater Wilmington Division of Motor Vehicles

2230 Hessler Boulevard
New Castle, Delaware 19720

Dover Division of Motor Vehicles

303 Transportation Circle
P.O. Box 698
Dover, Delaware 19903

Georgetown Division of Motor Vehicles

23737 DuPont Blvd.
Georgetown, Delaware 19947

2.3 Current Technical Architecture

2.3.1. Architecture/Applications

Delaware currently uses the **Motor Vehicle and License System (MVALS)** for the various functions. MVALS is a real-time mainframe system with batch functions. It is accessible statewide by DMV facilities and authorized third-parties. It uses a common, centralized database. A rules engine performs validation for complex data analysis, stops transactions when certain conditions are met, and allows continuance with proper authorization.

MVALS has several security features to protect confidentiality, data integrity, and system availability. The controls and information are available based upon individual user security profile. It has table-driven user levels and does not utilize Active Directory. It has internal controls that provide for separation of duties and audit trails of system update/modification activity.

MVALS provides comprehensive reporting capabilities to support operational, decision support, and management reporting needs. It has limited online help facilities. MVALS is Motor Carrier Safety Improvement Act (MCSIA) compliant.

Mainframe Hardware: **IBM S/390**

Mainframe OS and current version: **z/OS v1.10**

Database type and current version: **[ADABAS v7.4.4](#)**

3. Information Requested

3.1 Experience

3.1.1 Vendor's Organizational Overview

Provide a description of the company including the organizational structure, number of years providing similar services, number of employees, and physical location(s).

3.1.2 Project Understanding

Provide a brief description of the company's understanding and experience in providing Off-site print capabilities for DMV's and similar agencies.

3.2 Successful Installations

3.2.1 Description of Project

Describe any off-site printer equipment projects with functionality similar to that being requested in this RFI. All projects where this equipment, if applicable, is currently being used or has been implemented should be included and clearly identified. Other non-DMV projects similar to size and scope may be listed separately.

Please provide the following information for each successful equipment installation project performed.

- **Client:**
 - Name of the jurisdiction and client organization(s) for which the equipment was implemented.
 - Name and contact information of a client reference knowledgeable about the project and your company's role.
- **Timeline:**
 - Timeline of the project implementation
 - Reasons for any significant delays in the project.
- **Scope:**
 - Vehicle Temporary Registration
 - Inventory
 - Reporting
 - Security

- **Size**
 - Number of central/field offices
 - Number of workstations
 - Number of transactions/day

- **New Technology Implemented**
 - Type of Implementation
 - Technologies used; machines
 - List of any specific functions such as reporting, printing, etc.

- **Related Activities** - Please identify if your company performed any of the following
 - End User Training
 - Communication

- **Estimated Cost**
 - Estimated Cost of equipment
 - Identify if equipment is leased or purchased
 - Identify one-time equipment costs and on-going per transaction costs.
 - Annual cost of maintenance for hardware and software.

3.3 Technical Solution

3.3.1 System Description

Please provide the following information about the proposed equipment:

Equipment Description: Provide a narrative describing the equipment. Include brief descriptions of major system components and their technical specifications. Multiple diagrams can be included.

Type of Implementation: Describe the type of development effort required: custom development, customization of existing implementation.

Hardware Requirements: Provide the hardware infrastructure required to support the system.

3.4 Cost

3.4.1 Estimated Cost and Product Delivery

Given the information provided, estimate the cost required to complete the installation of the off-site printer equipment. At a minimum, estimated costs should be provided for the following tasks:

Training
Annual Maintenance and Support

3.4.2 Alternative Pricing Models

Identify the vendor's preferred pricing model as well as any alternative pricing models that would be acceptable.

3.5 General Approach

3.5.1 Request for Competitive Sealed Proposal Information

If the Department determines it necessary to issue a Competitive Sealed Proposals (CSP) document for this equipment what would be the recommended way of structuring the CSP for pricing and consideration of selection?