State of Nebraska (State Purchasing Bureau)

REQUEST FOR INFORMATION

SOLICITATION NUMBER	RELEASE DATE
RFI 52016	**May 20, 2016**
OPENING DATE AND TIME	PROCUREMENT CONTACT
June 30, 2016 2:00 p.m. Central Time	**Teresa Fleming/Robert Thompson**

This form is part of the specification package and must be signed in ink and returned, along with information documents, by the opening date and time specified.

PLEASE READ CAREFULLY!
SCOPE OF SERVICE

The State of Nebraska, Administrative Services, Materiel Division, State Purchasing Bureau, is issuing this Request for Information (RFI) 52016 for the purpose of gathering information to modernize the Nebraska Department of Motor Vehicles (State DMV) Vehicle Title and Registration System (VTR).

Written questions are due no later than June 3, 2016, and should be submitted via e-mail to as.materielpurchasing@nebraska.gov. Written questions may also be sent by facsimile to (402) 471-2089.

Bidder should submit one (1) original of the entire RFI response. RFI responses should be submitted by the RFI due date and time.

Sealed RFI responses should be received in the State Purchasing Bureau by the date and time of RFI opening indicated above.

BIDDER MUST COMPLETE THE FOLLOWING

By signing this Request for Information form, the bidder guarantees compliance with the provisions stated in this Request for Information.

FIRM: _____

COMPLETE ADDRESS: _____

TELEPHONE NUMBER: _____ FAX NUMBER: _____

SIGNATURE: _____ DATE: _____

TYPED NAME AND TITLE OF SIGNER: _____

TABLE OF CONTENTS

I. SCOPE OF THE REQUEST FOR INFORMATION

The State of Nebraska, Administrative Services, Materiel Division, State Purchasing Bureau (hereafter known as State Purchasing Bureau), is issuing this Request for Information, RFI 52016, for the purpose of gathering information to modernize the Nebraska Department of Motor Vehicles (State DMV) Vehicle Title and Registration System (VTR).

ALL INFORMATION PERTINENT TO THIS RFI CAN BE FOUND ON THE INTERNET AT:
http://das.nebraska.gov/materiel/purchasing.html

A. SCHEDULE OF EVENTS

The State expects to adhere to the tentative procurement schedule shown below. It should be noted, however, that some dates are approximate and subject to change.

	ACTIVITY	DATE/TIME
1	Release RFI	May 20, 2016
2	Last day to submit written questions	June 03, 2016
3	State responds to written questions through RFI "Addendum" and/or "Amendment" to be posted to the internet at: http://das.nebraska.gov/materiel/purchasing.html	June 10, 2016
4	RFI opening Location: State Purchasing Bureau 1526 K Street, Suite 130 Lincoln, NE 68508	June 30, 2016 2:00 p.m. Central Time
5	Conduct oral interviews/presentations and/or demonstrations	Tentatively July 25, 2016 and July 26, 2016

II. RFI RESPONSE PROCEDURES

A. OFFICE AND CONTACT PERSON

Responsibilities related to this Request for Information (RFI) reside with the State Purchasing Bureau. The point of contact for the RFI is as follows:

Name:	Teresa Fleming/Robert Thompson
Agency:	State Purchasing Bureau
Address:	1526 K Street, Suite 130
	Lincoln, NE 68508
Telephone:	402-471-6500
Facsimile:	402-471-2089
E-Mail:	as.materielpurchasing@nebraska.gov

B. GENERAL INFORMATION

A subsequent Request for Proposal (RFP) may not be issued as a result of this RFI. There will not be a contract as a result of this RFI, and the State is not liable for any cost incurred by vendors in replying to this RFI. If an RFP is issued, the information provided will assist the State of Nebraska in developing the RFP. This RFI does not obligate the State to reply to the RFI responses, to issue an RFP, or to include any RFI provisions or responses provided by vendors in any RFP.

C. COMMUNICATION WITH STATE STAFF

From the date the RFI is issued, and until RFI opening (as shown in the Schedule of Events), contact regarding this RFI between potential vendors and individuals employed by the State is restricted to written communication with the staff designated above as the point of contact for this RFI.

The following exceptions to these restrictions are permitted:
1. Written communication with the person(s) designated as the point(s) of contact for this RFI
2. Contacts made pursuant to any preexisting contracts or obligations
3. State-requested presentations, key personnel interviews, clarification sessions, or discussions

Violations of these conditions may be considered sufficient cause to reject a vendor's response to the RFI. No individual member of the State, employee of the State, or member of the Interview Committee is empowered to make binding statements regarding this RFI. The State of Nebraska will issue any clarifications or opinions regarding this RFI in writing.

D. WRITTEN QUESTIONS AND ANSWERS

Any explanation desired by a vendor regarding the meaning or interpretation of any RFI provision should be submitted in writing to the State Purchasing Bureau and clearly marked "RFI Number 52016; Modernization of the Nebraska Department of Motor Vehicles (State DMV) Vehicle Title and Registration System (VTR) Questions." It is preferred that questions be sent via e-mail to as.materielpurchasing@nebraska.gov. Questions may also be sent by facsimile to 402-471-2089, but should include a cover sheet clearly indicating that the transmission is to the attention of Teresa Fleming/Robert Thompson and the total number of pages transmitted, and be clearly marked "RFI Number 52016; Modernization of the Nebraska Department of Motor Vehicles (State DMV) Vehicle Title and Registration System (VTR) Questions."

It is recommended that Vendors submit questions that are sequentially numbered, and include the RFI reference and page number, using the following format.

Question Number	RFI Section Reference	RFI Page Number	Question

Written answers will be provided through an addendum to be posted on the internet at http://das.nebraska.gov/materiel/purchasing.html on or before the date shown in the Schedule of Events.

E.   ORAL INTERVIEWS/PRESENTATIONS AND/OR DEMONSTRATIONS
The State reserves the right to conduct oral interviews/presentations and/or demonstrations if required at the sole invitation of the State.
Any cost incidental to the oral interviews/presentations and/or demonstrations shall be borne entirely by the vendor and will not be compensated by the State. The State may allow for participation in oral interviews, presentations, and/or demonstrations via remote method, such as conference call or video conference.

F.   SUBMISSION OF RESPONSE
The following describes the requirements related to the RFI submission, handling, and review by the State.

To facilitate the response review process, one (1) original of the entire RFI should be submitted. RFI responses should be submitted by the RFI due date and time. A separate sheet must be provided that clearly states which sections have been submitted as proprietary or have copyrighted materials. All proprietary information the bidder wishes the State to withhold must be submitted in accordance with the instructions outlined in Section II G. Proprietary Information. RFI responses should include the completed Form A, Vendor Contact Sheet. RFI responses should reference the RFI and be sent to the specified address. Please note that the address label should appear as specified in Section II, Part A on the face of each container or bidder's RFI response packet. If a recipient phone number is required for delivery purposes, 402-471-6500 should be used. The RFI number should be included in all correspondence.

All RFI responses should be presented on standard 8 ½" x 11" paper, except that charts, diagrams and the like may be on fold-outs which, when folded, fit into the 8 ½" by 11" format. Pages may be consecutively numbered for the entire proposal, or may be numbered consecutively within sections. Figures and tables must be numbered consecutively within sections. Figures and tables should be numbered and referenced in the text by that number. They should be placed as close as possible to the referencing text.

G.   PROPRIETARY INFORMATION
Data contained in the response, and all documentation provided therein, become the property of the State of Nebraska, and the data become public information upon opening the response. If the vendor wishes to have any information withheld from the public, such information must fall within the definition of proprietary information contained within Nebraska's public record statutes. All proprietary information the vendor wishes the State to withhold must be submitted in a sealed package, which is separate from the remainder of the response. The separate package must be clearly marked PROPRIETARY on the outside of the package. The vendor may submit the Estimated Budget as proprietary information. The vendor may not mark their entire RFI as proprietary. Failure of the vendor to follow the instructions for submitting proprietary and copyrighted information may result in the information being viewed by other vendors and the public. Proprietary information is defined as trade secrets, academic and scientific research work which is in progress and unpublished, and other information which, if released, would give advantage to business competitors and serve no public purpose (see Neb. Rev. Stat. § 84-712.05(3)). In accordance with Attorney General Opinions 92068 and 97033, vendors submitting information as proprietary may be required to prove specific, named competitor(s) who would be advantaged by release of the information and the specific advantage the competitor(s) would receive. Although every effort will be made to withhold information that is properly submitted as proprietary and meets the State's definition of proprietary information, the State is under no obligation to maintain the confidentiality of proprietary information and accepts no liability for the release of such information.

H.   RFI OPENING
The sealed responses will be publicly opened and the responding entities announced on the date, time, and location shown in the Schedule of Events. Responses will be available for viewing by those present after the opening. Vendors may also contact the State to schedule an appointment for viewing RFI responses.

III.   PROJECT DESCRIPTION AND SCOPE OF WORK

The respondent should provide the following information in response to this Request for Information (RFI).

A.   PURPOSE AND BACKGROUND

The purpose of this RFI is to gather information as a planning tool for the modernization of the Nebraska Department of Motor Vehicles (State DMV) Vehicle and Title Registration (VTR) system. The State DMV, in conjunction with the Nebraska State Purchasing Bureau, anticipates to issue a Request for Proposals (RFP) within the next 12 months for the products and services to design and implement a modern VTR system. The information provided in response to this RFI will assist the State DMV in the development of the RFP and in fine tuning the scope of the services sought.

In 2013, the State DMV commissioned a business case for the replacement or modernization of the VTR system. The University of Nebraska Public Policy Center completed and issued the business case in October 2013. The business case describes the limitations of the existing VTR system, new functionality, and trends which make the need for a modernized VTR system compelling. In addition, the business case identifies options for acquiring a new VTR system from funding, legislative, and planning standpoints. The report may be accessed at this link: http://www.dmv.nebraska.gov/dvr/pdf/DMV_VTR_BUSINESS_CASE_FINAL_10-23-2013.pdf

B.   CURRENT BUSINESS PRACTICES AND ENVIRONMENT

The State DMV is a standalone agency in Nebraska State government. It is responsible for regulating both motor vehicles and motor vehicle operators in the State. The State DMV also enforces motor vehicle laws and provides education to the public. A key responsibility, in addition to issuing driver license and identification cards, is the registration and titling of motor vehicles. The revised statutes of Nebraska, Chapters 37 and 60, enumerate the responsibilities associated with registering and titling motor vehicles and boats. The State DMV is charged with registering vehicles for the purpose of collecting fees, enforcing the law, and providing for public protection. Titling of vehicles and boats is accomplished in order to establish ownership, deter theft, document financial interest, and collect fees.

The state Central Data Processing division (CDP), now known as the Office of the Chief Information Officer (OCIO), built the VTR system, using State employees and contract staff, and was originally developed to support three separate business processes:

1.   Assessment and taxation: County assessors previously determined the vehicle value for tax assessment purposes and also identified the situs location to determine the distribution of fees and taxes to local and State tax districts (by State law, and with few exceptions, vehicles are registered and titled in the county of situs).
2.   Title issuance: County clerks originally processed the title transaction.
3.   Registration and tax collection: County treasurers originally processed only the vehicle registration and collected the taxes and fees.

Each VTR system section contains numerous sub-applications and multiple databases. After each section was developed, they were bridged together to allow the system to function as a single process.

County assessors and clerks are no longer involved in the titling or assessing function of motor vehicles. All county title and registration services have been consolidated and are performed by the 93 county treasurers who act as agents of the State DMV. In addition, some title and registration services are performed at the State DMV. The tax assessment, title, and registration business processes have been consolidated under the aegis of the county treasurers, and VTR system screens have been modified to permit, but not require, a single process flow.

In 2015, over 2.3 million vehicle registrations and 762,000 titles were processed in the VTR system, and the VTR system accounted for over $650 million in fees and taxes.

C.   **SYSTEM OVERVIEW**
The VTR system was designed to operate within a distributed processing architecture. The distributed architecture for the VTR system comprises a replication of the VTR system software and database for each of Nebraska's county treasurers (County VTR system). The State also has a replication of the VTR system software and database (State VTR system). The County VTR systems provide current and historical data needed to fulfill the service needs of the county. The State VTR system is used for titling and registration, along with other related applications to fulfill the State DMV's statutory responsibilities. The State DMV and Game and Parks Commission (GPC) have a contractual relationship, where the State DMV provides boat registration services via the VTR system. Boat registration services occur at GPC and county treasurer offices.

The OCIO has successfully virtualized 91 of the County VTR systems into a central data center. Each of these virtual instances resides on a pair of Application System/400 (AS400) systems. Two counties continue to utilize a local copy of the VTR system and its associated data on a physical system within their respective counties. These counties are Douglas and Sarpy, which are two of the most populated counties in the state.
In addition to the distribution of County VTR and State VTR systems, the State Mainframe is the repository for a subset of information from each County VTR system. The most recent registration and plate data for each county is contained in this repository, as is all title and lien information. The State Mainframe is the system of record for title and lien information.

County and State DMV system users connect to the County VTR and State VTR systems using a standard 5250 terminal emulation software. Users are authenticated and authorized to the VTR system, using standard AS400 security. County VTR system users connect directly to their county's VTR system and data either through the State's data center or a county AS400. State DMV system users connect directly to the State VTR system and have pass-through capability to reach each County VTR system. State DMV users also connect to the State Mainframe, using a standard 3270 terminal emulation software. There are a total of 824 users enrolled in the County VTR system.

The OCIO maintains four physical AS400 systems in a central data center. Two of these AS400s host 91 virtual county instances and one State instance, all of which include an application and data partition. Douglas and Sarpy Counties utilize a local AS400 system for their VTR system and its associated data within a county data center.

The OCIO also maintains an IBM mainframe for the State DMV in a central data center. The communications network used by the VTR system utilizes a number of different types of data connections. The following are currently in use:

1. Virtual Private Network (VPN) over a Digital Subscriber Line (DSL) circuit (encrypted)
2. Private Ethernet circuit
3. Douglas County Network Bridge (private network operated by Douglas County)

D. PLANNED FUTURE ENVIRONMENT
The modernization of the registration and title processes for the State of Nebraska includes several high-priority goals.
1. A single view of the customer – A modernized system is expected to deliver a single customer record for an individual or business, and all of the vehicle and title information associated with the customer. Eventually the same customer record and history is expected to be utilized for driver and motor carrier services.
2. A single statewide view of title and registration data – The replacement system should present a single, consolidated, and uniform view of the registration and title information to counties, the State DMV, law enforcement, and other stakeholders, no matter which county or business entity completed the transaction.
3. Business processes should be guided by standardized business rules and data validation to improve accuracy, reliability, and audit capabilities.
4. The State DMV expects the nature of title and registration to evolve further in coming years to include additional service channels, third-party processors, electronic payment options, mobile solutions, etc. As authorized by the department or administration, and with proper safeguards in place, the State DMV is seeking a system which anticipates future changes and offers flexibility to accommodate new functions.
5. The State DMV plans for a solution which will be hosted inside the State's environment.

E. INFORMATION SOUGHT
The State DMV requests information from vendors with experience in design, development, and implementation of modern vehicle title and registration solutions. This section of the RFI provides questions for vendor responses.

1. Approach and Possible Solution:
The Current Environment Report (CER), a description of the existing VTR system business and technical environment, is available at this link: http://www.dmv.nebraska.gov/dvr/pdf/DMVvtrCER.pdf

The report will provide relevant background for answering the following questions:
a. What overall solution would you propose to replace the existing VTR system? Please specify commercial off the shelf (COTS), modified off the shelf (MOTS), or some other software design or approach. The State DMV is interested in any information you can provide about your high-level solution.
b. How many jurisdictions have adopted your VTR system solution?

c. Can you share any plans for future releases or a product roadmap, and explain any anticipated future enhancements?

2. Staff:

a. What are your expected requirements of the State DMV, county treasurer offices, and other stakeholder involvement with the solution design? What specific roles would they have and what kind of availability would they need to provide?

b. What is your expectation for personnel and/or state staff to be dedicated to the transition from a legacy system to implementation of your solution (such as for testing, training, or conference room sessions)?

c. What is your expectation of the State DMV's roles and responsibility, especially from a labor, staffing, or full-time equivalent (FTE) standpoint, with respect to data cleansing?

d. What impact to State DMV personnel from an operation standpoint (post implementation) do you anticipate as a result of your solution's implementation?

e. What staff from your organization or a hired third-party integrator are typically involved in the implementation of your solution? The State DMV is interested in any information you can provide relative to the integration/implementation team around:

   i. Key roles (such as project manager, lead technical analyst, etc.)
   ii. Overall size of the team

f. What lessons learned from prior implementations of your system can you provide around staffing?

3. Training:

VTR system stakeholders include those who work outside of the State DMV offices and, in many cases, those who are a long drive from State DMV headquarters in Lincoln. Many cannot easily travel to Lincoln for long periods for training. We are interested in the blend you offer between classroom-based training, hands-on training at a county office or some regional location, and computer-based training. For planning purposes, the State DMV asks the following questions:

a. What approaches to training for internal and external users do you suggest, given the size and complexity of the planned VTR system modernization?

b. What training do you recommend for State DMV, OCIO or other technical staff who will maintain and/or troubleshoot the system?

4. Service Level Agreements (SLAs):

a. The State DMV requests any standard SLA information.

5. Network Configuration:

a. Is there a minimum network bandwidth or capacity required, and what transaction rate will the minimum support? What networking challenges have you encountered when implementing your solution for clients similar to the Nebraska VTR?

6. **Hardware and Software Configuration:**
   The State of Nebraska will host this solution within the State network. The following questions pertain to minimum hardware requirements to operate a system.
   a. If Nebraska hosts your system on Nebraska owned, physical hardware: What is the minimum hardware required to operate your system? Please include any information about central hardware (primary servers, failover servers). For each server required in the solution, please provide the following information:
      i. Server purpose or component description
      ii. Processor requirements
      iii. Storage capacity requirements
      iv. Options for scaling the system component to meet growth needs
      v. Options for achieving high availability for the system component

   b. If Nebraska hosts your system on Nebraska owned virtual infrastructure: What is the minimum system requirements to operate your system? What virtual environment(s) is/are your solution supported on? Please include information about all system components (primary servers, failover servers). For each component required in the solution, please provide the following information:
      i. Server purpose or component description
      ii. Processor requirements
      iii. Storage capacity requirements
      iv. Options for scaling the system component to meet growth needs
      v. Options for achieving high availability for the system component

   c. If your system were to be installed in Nebraska on vendor owned physical hardware:
      i. How many servers would be installed?
      ii. Would you provide the rack(s) required for the installation?

   d. What is the minimum county treasurer office or State DMV end-user hardware needed to conduct the business of registering and titling vehicles:
      i. User hardware: Does your system require specific or proprietary hardware?
      ii. User peripherals: What minimum hardware set up is required per workstation?

   e. Based on the information provided in Section III C of this RFI, what hardware configuration incompatibilities between your solution and the State's existing environment, or other DMV systems, do you foresee (such as the State Mainframe)?

7. **Database Requirements**:
   a. What database structure does your system utilize? Are there any requirements or prerequisites for your solution's database or database structure?

8. **Data Cleansing and Conversion**:
   a. What experience do you have consolidating separate county and state databases into a single statewide title and registration database?
   b. Are there specific tools or techniques you use for consolidating registration and title data?
   c. Are there specific tools or techniques you use for cleansing registration and title data? For example, in Nebraska's current environment, data for the same vehicle may be contained in separate county databases, such as when a customer moves from one county to another. The expectation is having multiple records opens the possibility customer and/or vehicle information in those records may contain discrepancies. How would you recommend the State DMV approach resolving this issue?
   d. In your experience what specific data elements have caused the biggest issue(s) with conversion?
   e. What timeline should the State DMV plan for with respect to data cleansing?

9. **Fees and Taxes**
   a. Are you aware of modernized solutions to ensure tax situs location is accurately determined and/or improve collection and distribution of local revenue?
   b. Does your solution include a point-of-sale (POS) or cash drawer component to manage collections?
      i. How are electronic and credit card payments handled in the system?
      ii. How are refunds and credits handled in the system?
      iii. If you are providing a POS, what are its inventory tracking and management capabilities?

10. **Electronic Transactions/Interfaces**
    a. How does your system incorporate:
       i. Electronic Lien and Title (ELT),
       ii. National Motor Vehicle Title Information System (NMVTIS)
       iii. Dealer and fleet processing,
       iv. VIN/HIN validation,
       v. MSRP values,
       vi. Address validation, and
       vii. Other third-party data providers and stakeholders?
    b. Does your system include a document management and imaging solution? If so, please provide a brief explanation?
    c. Are there best practices or interface standards the State DMV should be considering?
    d. Are there other interfaces your solution requires/provides which are not identified in the CER?

11. **Customer Relationship Management (CRM)**
    a. Does your solution include a CRM function for tracking correspondence and customer touch points?

12. **General**
    a. What timeline would you suggest the State DMV and its stakeholders plan for each of the following:
        i. Planning
        ii. Development
        iii. Implementation
        iv. Integration
    b. What three things about your solution make it different/unique from other solutions/your competition?
    c. What do you often hear are the three most common complaints/weaknesses of the system you propose?

13. **Budget:**
    a. The State DMV requests the following information for budgeting purposes:

        i. One-Time:
            a) Solution Design
            b) Implementation
        ii. Annual, Recurring:
            a) Ongoing Maintenance
            b) Ongoing Support

    Please see the table on the next page.

    The State DMV emphasizes and understands figures provided in the following table are for budgetary purposes only and are not in any way binding.

Estimated Budget

One Time

Estimated Budget	Estimated Budget Range - Low	Estimated Budget Range - High	Description or Comment
Software Licenses/ Subscriptions			
Implementation or Integration Services (including design, testing, and deployment)			
Data Migration			
Training (for both state offices and regional base training for county treasurers, and including preferred method of the vendor)			
Hardware			
Project Management			
Other (please specify)			
Total Estimated			

Annual, Recurring

	Estimated Budget Range - Low	Estimated Budget Range - High	Description or Comment
Annual software subscriptions or license renewals			
Software, patches, fixes and upgrades			
Vendor Staff Costs (those human resources costs required to maintain the solution, including software and operating system updates, hardware break/fix services and help desk services)			
Other			
Total Estimated			

FORM A

VENDOR CONTACT SHEET

Request for Information Number 52016

Form A should be completed and submitted with each response to this solicitation document. This is intended to provide the State with information on the vendor's name and address, and the specific persons who are responsible for preparation of the vendor's response.

Preparation of Response Contact Information	
Vendor Name:	
Vendor Address:	
Contact Person and Title:	
E-mail Address:	
Telephone Number (Office):	
Telephone Number (Cellular):	
Fax Number:	

Each vendor shall also designate a specific contact person who will be responsible for responding to the State if any clarification of the vendor's response should become necessary. This will also be the person who the State contacts to set up a presentation/demonstration, if required.

Communication with the State Contact Information	
Vendor Name:	
Vendor Address:	
Contact Person and Title:	
E-mail Address:	
Telephone Number (Office):	
Telephone Number (Cellular):	
Fax Number:	