Delaware Department of Transportation

REQUEST FOR INFORMATION

Delaware Department
of Transportation

DMV SYSTEMS MODERNIZATION

RFI - 1

RESPONSES DUE DATE/TIME: March 16, 2010 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: January 4, 2010

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1 Overview & Authority

1.1 Purpose

The Division of Motor Vehicles of the Delaware Department of Transportation (DMV) desires to modernize their existing Motor Vehicle and License System (MVALS) in order to eliminate dependence on antiquated technologies and limited technical resources to support them. The modernization project will move the DMV to a more practical platform which will reduce ongoing costs and provide lower risk core architecture to support future DMV needs.

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 prior experience in developing and implementing systems of similar size and scope. This information may be used for the selection of technology, development of system requirements, and/or the creation of a Request for Competitive Sealed Proposals (CSP) document for the MVALS modernization. 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 at least one week prior to the response due date to guarantee a timely reply. Questions and answers will be posted on DelDOT's website at http://www.deldot.gov/information/business/proservs/requests.shtml. 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:

James Hoagland, Contract Administration
Delaware Department of Transportation
800 Bay Road
Dover, Delaware 19901
jim.hoagland@state.de.us

1.5 RFI Schedule

RFI Issued: January 4, 2010

Vendor Questions Deadline: One week prior to response due date

RFI Responses Due by: 2:00 p.m. (local time) March 16, 2010

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 Systems Modernization 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:

James Hoagland, Contract Administration
Delaware Department of Transportation
800 Bay Road
Dover, Delaware 19901

1.11 Format

An original (so marked) and six (6) 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 Modernization Goals

DMV envisions that at a minimum, the following modernization goals will be met by the vendor's solution. These goals address the various business and technical issues and needs that exist within DMV.

2.1.1 Replace Antiquated Technology

The system will replace the existing MVALS in order to eliminate dependence on antiquated technologies and limited technical resources to support the system. It will utilize modern technologies that support a service-oriented architecture with built-in redundancy. DMV is interested in a client/server or web based platform which will reduce ongoing costs and provide lower risk core architecture to support future needs.

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.

2.1.3 Customer Centric System

The system will use a customer-centric model that effectively supports customer relationship management. A single customer record will be utilized to encompass all driver license, identification card, and vehicle information.

2.1.4 Access to Data

The system will have a data store with the ability to access statistical data and information, through ad hoc and standard reporting.

2.1.5 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. It will improve user authentication, segmenting and tracking access based on user roles and responsibilities (role-based security). User levels and security will be table-driven and will not utilize Active Directory. 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.

2.1.6 Relational Database

The system will use an industry standard relational database. Minimal de-normalization for performance considerations will be used. Database will be able to exploit hardware capabilities. Critical data rules will be maintained in the database. Database will be able to perform adequately under high volume.

2.1.7 Interfaces

The system will communicate with business partners by providing a consistent method to interface and a consistent message format for exchanging data. Web services are preferred. Additionally, the system will have interfacing capabilities for internal applications including credential printing, imaging, and the existing external website.

2.1.8 Maintenance and Modification

The system will be easy to maintain and modify to accommodate frequent legislative changes, federal directives, and needed enhancements. Application logic will be table driven where feasible and meet system and business performance requirements. Programs will be structured and well documented and will easily support changing business rules. System will be modular with programs organized to maximize the re-use of common logic. Programs will be designed for ease of maintenance and impact analysis. A business rules engine is preferred. DMV will own and eventually maintain the new system.

2.1.9 Failover and Redundancy

The system will be fully redundant with no single point of failure. It will be designed with fault tolerance in mind at an overall application architecture level.

2.1.10 Scalable

The number of clients will be able to grow significantly with a linear increase in network and server load. Amount of data will be able to increase substantially without degradation of performance and response time.

2.2 Conditions

The vendor should consider the following conditions when responding to this RFI:

- New system will interface with business partners through existing web services specifications.
- DMV will be responsible for data cleansing. Vendor will be responsible for data mapping, normalization, and conversion.
- DMV will own the system and code, and eventually maintain the new system.
- A client/server or web based platform utilizing proven technologies such as .Net or Java is preferred.
- An industry standard relational database such as SQL Server or Oracle is preferred.
- DMV will provide project oversight and subject matter expertise during the course of the modernization project.
- The system and corresponding data will be hosted and maintained by DMV.
- The system will meet all applicable Federal and State requirements including, but not limited to CDL, Real-ID, NMVTIS, etc.

2.3 Organization and Services Overview

2.3.1 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.

Refer to Appendix A for a full list of services provided by DMV.

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

2.3.2 Stakeholders

Stakeholders Affected by the System Modernization Project
Individual Customer
Division Employees
Governmental
- Federal
  - Federal Motor Carrier Safety Administration
  - Social Security Administration
  - Department of Homeland Security
  - Selective Service
  - National Highway Traffic Safety Administration
  - Transportation Safety Administration
- Other State Agencies
  - Department of Elections
  - Department of Labor
  - State Treasurer's Office

- o Department of Technology and Information
- o Department of Natural Resources and Environmental Control
- o Department of Agriculture
- o Insurance Commissioner's Office
- o Department of Justice
- o Legislative Branch
- o Department of Safety and Homeland Security
- o Department of Education
- Municipalities
- Law Enforcement
  - o State Police
  - o County Police (New Castle)
  - o Capitol Police
  - o Various municipal (city/town) law enforcement agencies
- Department of Elections

Business

- Automobile Dealers
- Insurance Companies
- Junkyard operators
- Salvage yard operators
- Trucking companies
- Rental car companies
- Defensive driving companies
- Ignition Interlock companies
- Alcohol Evaluation Programs
- Service Providers
  - o ACS State and Local Solutions, Inc. - City of Wilmington vehicle violation vendor
  - o ATS - Red light enforcement vendor
  - o Environmental Systems Products, Inc. - Inspection lane equipment vendor
  - o Explore Information Systems – International Registration Plan (IRP) automated system vendor
  - o Iteris – IRP automated system vendor
  - o L-1 Identity Solutions
  - o Solutions Thru Software

Information/Statistical

- R.L. Polk
- Experian

Other Entities

- American Automobile Association
- Delaware Motor Transport Association
- Delaware Farm Bureau
- American Association of Motor Vehicle Administrators (CDLIS, NMVTIS, and future systems)
- Organ Donor Program

2.4 Current Technical Architecture

2.4.1 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.
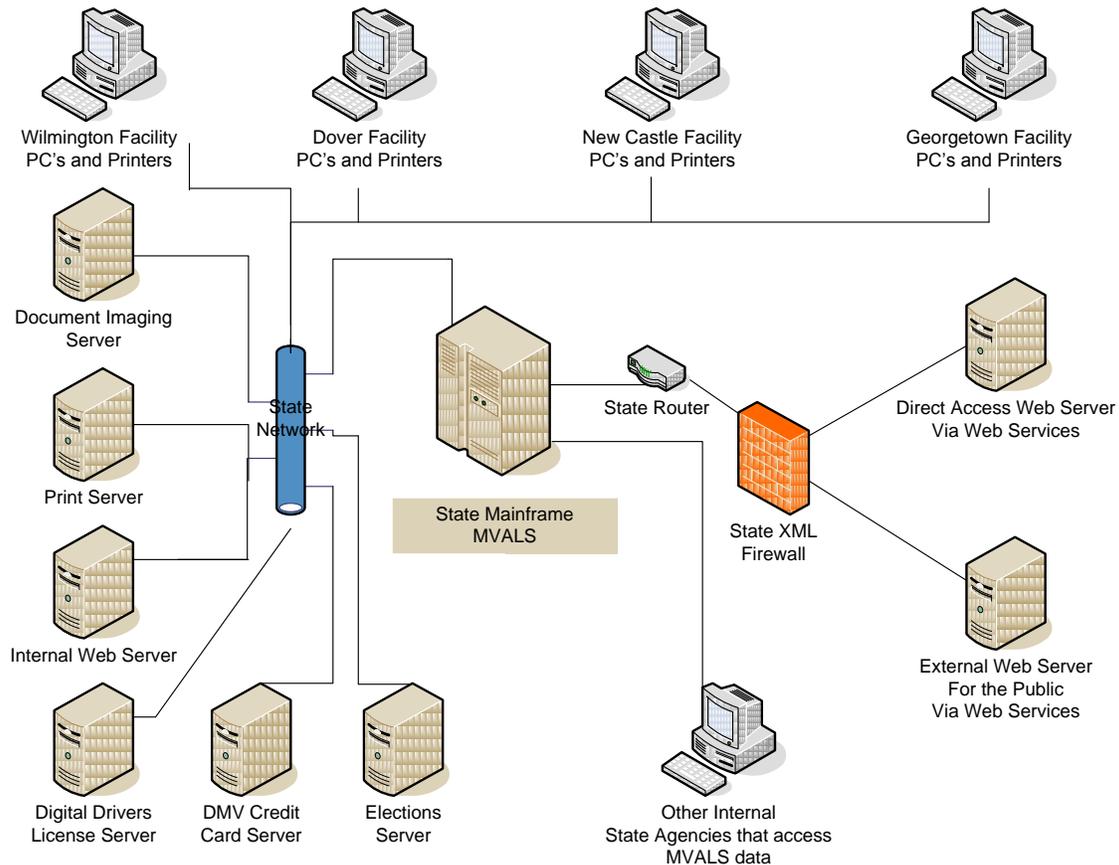
Mainframe Hardware: *IBM S/390*
Mainframe OS and current version: *z/OS v1.10*
Database type and current version: *ADABAS v7.4.4*

2.4.2 Network

The current DMV network architecture

2.4.3 Interfaces/Third Party Systems

The MVALS interfaces with the following internal and external applications. The new system must accommodate or replace these interfaces.

Current Internal Interfaces
- L-1 Digital Driver License Application
- Oracle IBPM Document Imaging System
- Motorcycle Class Registration
- Direct Access Web Interface
- DMV Web (Internal web application to display license, photo, signature and vehicle registration information)
- Credit Card Authorization
- ESP – Vehicle Inspection System
- Bad Check – Internal web NSF Check tracking application
- DP Synch (SQL Server Data Warehouse)
- Lexmark Printing Solutions
- DMV Public Website
  o Public Facing Web Vanity Plate Availability
  o Public Facing Web Background Plate Order Applications

Anticipated Internal Interfaces
– ARTS Automated Testing System
– L-1 Capture Suite (including Document Verification System)

External Interfaces
– National Motor Vehicle Title Information System (NMVTIS) from AAMVA for inquiry and update purposes using the UNI interface.
– Social Security Administration
– Selective Service
– Interface for Address Validation
– Interface to/from Parking Ticket Jurisdictions
– Interface to/from Red Light Enforcement Vendor
– To/from E-ZPass Vendor for Title information
– Title Information Providers
– VINA software to validate VIN information
– Commercial Driver License Information System (CDLIS)
– The National Driver Registry's (NDR) Problem Driver Pointer System (PDPS)
– e-Signature (automated voter registration)
– Organ Donor Program

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 Understanding of DMV Systems Modernization and Mainframe Data Conversions

Provide a brief description of the company's understanding and experience of DMV system modernizations and mainframe data conversions.

3.2 Successful System Modernizations

3.2.1 Description of Project

Describe any DMV modernization projects with functionality similar to that being requested in this RFI. All projects where the vendor's system, if applicable, is currently being implemented or has been implemented should be included and clearly identified. Other non-DMV systems modernization projects similar to size and scope may be listed separately.

Please provide the following information for each successful motor vehicle system modernization project.

- **Client**:
  - Name of the jurisdiction and client organization(s) for which the modernization project was implemented.
  - Name and contact information of a client reference knowledgeable about the project and your company's role.
- **Project Team**:
  - Names of the prime contractor and sub-contractors involved in the modernization effort.
  - Vendor's role in the project
- **Timeline**:
  - Timeline of the project implementation divided by major project phases – Requirements, Design, Development, Implementation, and Maintenance. Actual project plans are preferred.
  - Reasons for any significant delays in the project.
- **Scope**: Which of the following functional systems/modules was replaced:
  - Drivers Licensing
  - Vehicle Titling and Registration
  - Violations and Suspension
  - Insurance
  - Cash/Financial
  - Inventory

- o Reporting
- o Correspondence/Printing
- o Security
- o External Website
- o Interfaces to External Entities
- o IRP/IFTA
- **Size**
  - o Number of central/field offices
  - o Number of workstations
  - o Number of transactions/day
  - o Number of licensed drivers
  - o Number of registered vehicles
- **Technology Replaced**
  - o Type of application architecture that was being used (Mainframe based, client-server etc.)
  - o Technologies that were being used for the servers, workstations/client machines, middleware, etc.
  - o Database/data store that was being used
  - o Extent of the existing system that was replaced
- **New Technology Implemented**
  - o Type of Implementation: Custom development, customization of existing implementation, COTS, MOTS, or other
  - o Type of application architecture (Mainframe based, client-server, web-based etc.)
  - o Technologies used for the servers, workstations/client machines, middleware, etc.
  - o Database/data store implemented
  - o List of any COTS/MOTS tool used for specific functions such as reporting, printing, etc.
- **Related Activities** - Please identify if your company performed any of the following
  - o End User Training
  - o Data Migration/Conversion
  - o Communication
  - o New Process Design and Documentation
- **Cost**
  - o Cost of implementation (divided by project phase if possible)
  - o Annual cost of maintenance (if your company is providing maintenance)
  - o Pricing Model used such as Fixed-fee, Time and Materials etc.
  - o Any alternative pricing/funding models used

3.3 Technical Solution

3.3.1 System Description

Please provide the following information about the proposed system:

- System Architecture Diagram(s): Provide a graphical representation of the major system components and their interaction. Multiple diagrams can be included.
- System Description: Provide a narrative describing the system. Include brief descriptions of major system components and their technical specifications.
- Type of Implementation: Describe the type of development effort required: custom development, customization of existing implementation, COTS, MOTS, or other.
- Application Architecture: Identify the type of application architecture – client/server, browser based, etc. Provide a brief description of application architecture. An application architecture diagram can be included.
- Technologies Used: Identify the technical platform (.NET, Java, etc.) and list the technologies that will be used by servers, workstations, middleware, database, etc. List any COTS tools that will be part of the system.
- Hardware Requirements: Provide the hardware infrastructure required to support the system.

3.3.2 Modernization Goals

The vendor should demonstrate how each of the DE modernization goals will be met by the system.

3.3.3 Interfaces

Given the information provided, the vendor should identify any internal or external MVALS interfaces that would not be available through the system, or that could be replaced by the new system.

3.3.4 Transactions and Services

The vendor should identify any transactions or services available through the existing MVALS that are not available through the vendor's system. MVALS transactions and services are listed in Appendix A.

3.4 General Approach

3.4.1 Approach

Describe the methodology and general approach for completing system modernizations. Given the information provided, include a list of project tasks that would be completed for the MVALS modernization project as well as estimated timelines. The vendor's approach to mainframe data conversions should also be included.

3.4.2 Risk

List possible problems/risks that may be incurred during the modernization effort to include data conversion and identify the approach to mitigate each problem/risk.

3.5 Cost

3.5.1 Estimated Cost

Given the information provided, estimate the cost required to complete the MVALS modernization. At a minimum, estimated costs should be provided for the following tasks:

- Requirements Gathering and Design
- Development and Implementation
- Data Conversion
- Training
- Annual Maintenance, and Support

3.5.2 Alternative Pricing Models

Identify the vendor's preferred pricing model as well as any alternative pricing models for the MVALS modernization that would be acceptable to the vendor. Some of these alternative pricing models may include:

- Per Transaction/Product
- Long-term Payment Options
- Milestone Based
- Etc.

3.5.3 High Cost Mitigation

DMV is also interested in identifying high risk and cost factors. Information regarding avoiding high cost specification or requirements is encouraged. Proponents may identify from past experience, certain factors that adversely affect cost.

4 Appendix

4.1 Appendix A

The MVALS and related programs provide the following functionality which must be available from the new system.

MVALS General System Information
- Real-time mainframe system with batch functions as appropriate.
- Accessible statewide by all DMV facilities and authorized third-parties.
- Common, centralized database.
- Rules engine to perform validation for complex data analysis and to stop transactions when certain conditions are met. Allows continuance with proper authorization.
- Reliable security features to protect confidentiality, data integrity, and system availability.
- Controls and information available based upon individual user security profile.
- Table-driven user levels and security that does not utilize Active Directory.
- Internal controls provide for separation of duties.
- Audit trails of system update/modification activity.
- Provides comprehensive reporting capabilities to support operational, decision support, and management reporting needs.
- Online help facilities.
- Complex and partial search support capabilities.
- Back-out option available.
- Motor Carrier Safety Improvement Act (MCSIA) compliant.

MVALS Driver License

Note: The driver license system will be changing drastically within the next six months in order to become more "Real ID" compliant. The changes will incorporate the photo first principal, so the new system will be expected to be compliant as well once the Legislation is finally decided. Delaware will be issuing compliant and non-compliant driver licenses and ID cards.

- Complete license management functionality (Add, Modify, Delete) for all types of driver licenses including non-Commercial, Permits, Commercial Drivers Licenses, Graduated Driver Licenses and Identification cards.
- Tracks restrictions and endorsements such as motorcycle, school bus and taxi.
- Tracks organ donor designation and voter registration information.
- Licenses and ID Cards are issued and printed on-site.
- Interfaces / validates with PDPS, SSA, SAVE and CDLIS.
- Tracks / ensures valid supporting documentation.

- Interfaces with the Department of Elections via web services to communicate voter information.
- Maintains all historical data on all driver licenses and ID cards.
- Fees are calculated and collected.

MVALS Driver Improvement
- Tracks driver violations, actions, suspensions, revocations, and disqualifications as well as driver education and behavior modification class completions.
- Ability to add, modify and delete occupational or conditional driver licenses.
- Reinstatement fees are calculated and collected.
- Over-the-counter distribution of the Driving Record.
- Tracking of medical conditions resulting in termination or suspension of driving privileges.
- Complimentary ID card issuance when a customer must surrender his/her driver license due to a medical condition.
- Access to medical information is limited to only certain staff members due to privacy of information.

MVALS Uninsured Motorist
- Manage uninsured motorist cases including add, delete, modify and close.
- Creation of initial and follow-up correspondence.
- Penalty / fee calculations, payment acceptance.
- Tracking of license and registration suspensions due to non-payment.

MVALS Vehicle Services
- Records all data for managing vehicles / titles including year, make, model, style, vehicle type, VIN, VIN origin, color(s), fuel type, weight(s), tint waivers, owner(s), lien holder(s), insurance company, title brands, etc.
- Issuance of permits for disposal of junked and abandoned vehicles
- Registration denial for vehicles that do not pass inspection or have had a registration hold placed on it.
- Historical and current odometer readings and inspection results are maintained.
- VIN numbers are validated and defined utilizing VINA application.
- Multiple owners and lien holders are maintained and tracked per vehicle.
- Initial and replacement title documents are printed real-time and on-site, distributed over-the-counter.
- System ensures a vehicle has a valid inspection prior to registration or registration renewal and maintains historical inspection results. Also determines if a vehicle is exempt from inspection utilizing predefined rules.
- Registration documents and license plate expiration stickers are printed at time of title and registration renewal on demand for over-the-counter distribution.
- Calculate the registration periods and fees defined by legislation.

- Plate and fees stay with the vehicle. If the vehicle is sold, it normally retains the plate and registration expiration date (unless the owner retains ownership of the plate to transfer to a new vehicle).
- Processes flexible period (multi-year) registrations. New vehicles are registered for up to five years. Renewals are one or two year registrations. Inspections are good for two years.
- Renewal notices are sent electronically via email or phone to owner.
- Plate options and backgrounds may be selected at any time and charges created for associated fees.
- Issues and maintains parking privileges for disabled persons with the proper documentation.
- Vehicles are titled, and fees are calculated based on legislation and vehicle weights.
- Dealers, transporters, and recyclers are added, modified, deleted, and assigned dealer plates. They all expire at the end of the year and receive registration cards and plate stickers.
- Temporary tags are issued to vehicles for various lengths of time and the fees are according to statute.
- Temporary permits are issued to vehicles for 15 days. Fees are according to statute

MVALS Cash / Financials
- Tracks all money transacted on the system.
- Provides cashiering functionality, calculates the correct distribution of change.
- Maintains payment and transaction history on funds collected for any type of product or service such as title fees, registrations, driver licenses, and penalties.
- Accepts standard forms of payment (cash, check, and credit cards).
- Supports payment made by combining multiple forms (cash, check, credit card).
- Reporting and functionality to allow users to close daily operations.
- Calculates the total amount of money collected by time period, user, and location.
- Provides functionality to track fee collections per clerk.
- Generates and prints customer receipts.
- Processes multiple title transactions at once such as fleet renewals for the same owner or multiple new vehicles for a dealer.
- Requires check number be entered and maintained.
- Provides functionality to place a stop on the customer until an NSF has been settled.
- Finance / Audit departments have complete access to financial reports such as number of transactions processed by location, number of vehicles registered, revenue collections by location, etc.
- Void or waive an entire transaction.
- Waive a partial transaction.
- Interfaces to a separate credit card authorization system using separate credit card authorization terminals.

- Maintain, add, modify and delete information on fees including type of fee, effective dates, ending dates, and account number.

MVALS Administrative
- Updates underlying logic and data relevant to the daily use of the system.
- User security settings.
- Rules maintenance.
- Vehicle type, make, body style data.
- Lien holder and insurance company data.
- Inspection results maintenance.
- Tag retention, special tag types, and tag backgrounds.
- Financial accounts, void and waiver reason codes, etc.
- Log file.
- Maintenance of license class, status, restriction and endorsement codes.
- CDLIS / PDPS / SSOLV data retrieval.

MVALS Reporting
- Current and historical reporting of all aspects of DMV business.
- Ability to create ad-hoc reports as requested by management or law enforcement.
- License: unused license numbers, suspended or revoked licenses, private/commercial endorsements, organ donor designation by zip code, age and gender, driver records by point levels, registered voter declinations, surrendered license by jurisdiction, etc.
- Registration: available tag numbers, state owned tags, surrendered titles by jurisdiction, uninsured motorist counts, etc.
- Cash Collection: Chart of Accounts summary and detail, transaction details, close-out totals, voids and waivers, discrepancies, etc.
- Clean Air: Inspection reports, title data summary counts, repair statistics, etc.
- Inventory: Inventory identification, confirmed, unconfirmed, transferred lots, details, summary, deleted lots, purged tags, inventory by station / facility, etc.
- Error Logs

MVALS Security
- Restricted Access to authorized users.
- Strict user ID and password functionality.
- Security Levels supported for specific individuals and groups.
- Logging of Attempted Security Violations.
- Limited User Sensitive - Data Access and functionality.
- Security authentication and authorization mechanisms.
- User Session Management

Inventory
- Maintains inventory of all license plates and temporary tags.
- Tracks all inventory from the point of order, shipment, receipt, and disbursement.
- Reorder alerts for each DMV Location and for the supply warehouse by plate type.
- Plates are reordered after the vehicle registration has been expired for one year. These tags are automatically added to the next order in order to recycle numbers.
- Low-digit tags are ordered, shipped and received separately from normal plate order.
- Transfer or assign inventory between locations / workstations.
- Order and track specialty license plates such as vanity, special background, organization-sponsored plates, or duplicate individual plates.
- Levels of security limit who may place orders, enter stock into inventory and transfer inventory from one area to another.