



North Dakota Department of Transportation Drivers License and Traffic Safety Division

Francis G. Ziegler, P.E.
Director

John Hoeven
Governor

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To Whom It May Concern:

Purpose of the RFI

The purpose of this notice is to request information from interested parties in regard to the North Dakota Department of Transportation (NDDOT), Information Technology Division (ITD) redesign of our Driver License system with information related to the availability of services, solutions, automated products, off-the-shelf products, and custom developed products and how these various products and solutions could potentially support the stated needs and objectives related to the redesign project. Information provided may be used to further define the redesign approach. The replacement of core Driver License business systems will be achieved in partnership with a vendor selected through a competitive bidding procedure.

The intent of the RFI is to obtain the timeframes and costs of the system replacement in preparation for the 2009-2011 fiscal appropriation and obtain approval of the 2009 State Legislature. We anticipate a Request for Proposals would be issued in the summer of 2009 if approved.

Responses to the RFI must be received by the NDDOT no later than 5:00 PM on Friday, January 25, 2008. If you choose to submit a response to this RFI, please submit an electronic copy (if possible) along with 5 printed copies.

Background

To meet its daily mission of providing transportation services to customers in North Dakota, NDDOT employs over 1,300 full-and part-time employees. However, aging technology of our Driver License system makes it increasingly difficult for the NDDOT to meet the needs of the citizens of North Dakota and key stakeholders. The reason for the redesign effort is to transform an outdated system into one, modernized system that is responsive to the ever-changing needs relating to internal security, homeland security, legislative mandates, and customer relationship management. The solution to the redesign issue may come in the form of commercial off-the-shelf software, an in-house development effort, or a combination of both.

NDDOT provides a multitude of services to private citizens, transportation entities, courts, law enforcement agencies, insurance companies, and related transportation clients. The most commonly provided NDDOT services include provision of driver testing and licensing, vehicle registration and titling, credentialing of commercial motor carriers, and oversight of related transportation safety and information management programs. In order for the NDDOT to provide first-class services to customers, substantial process improvements and technical upgrades will be required. In addition, NDDOT intends to incorporate the benefits of any additional technology available in the marketplace.

In developing the modernization options and recommendations, thorough analysis was given to each option to ensure the solution recommendation would satisfy fundamental objectives of the NDDOT modernization vision, which are:

- 1) Provide DL Services, Anytime Anywhere
- 2) Safeguard Citizens and Secure the Technology
- 3) State-of-the Art Technology
- 4) Service-Oriented

History of System

Originally written – 1984

General System Security Design

The Driver License Master files (DL301010 & DL301020) currently reside on the State OS/390 mainframe, but will be migrated to a Linux (SUSE) platform in 2008.

Database: ADABAS

Program Language: Natural/COBOL

Environment: CICS

Security: RACF and Active Directory

EDMS: Filenet P8; Cardif Liquid Office and Teleform

Other Vendors being used

ViiSAGE, Inc. is our current Digital Driver Licensing System contractor.

Q-Matic is our automated knowledge testing solution.

North Dakota has eight (8) full-time and twenty (20) part-time, full-service driver license and testing sites. State network connections are DSL, T1 and Wan Access (fiber) dependent on the location and volume.

We currently maintain approximately 690,000 records with an annual issuance of approximately 190,000 licenses, permits and ID cards.

Major system impacts since 1984 due to required Federal changes:

- 1989 – National Driver Register and AAMVAnet interfaces
- 1992 – Commercial Driver License System
- 1994 – Problem Driver Pointer System
- 1995 – Digital Driver License System Integration
- 2003 – Social Security On-line Verification
- 2004 – CDL Audit Changes
- 2004 – US Patriot Act (Transportation Security)
- 2006 – Motor Carrier Safety Improvement Act
- 2006 – EVVRS (Electronic Verifications of Vital Events) and Save (Systematic Alien Verification for Entitlements) Implementation

- Driver License, by nature, will always be a high maintenance system because of State and Federal impacts that are being enacted.
- The issue at hand is the age of the system and the outdated technology that it is built upon; these changes are becoming increasingly difficult to incorporate.

Business Function Scope

In summary, the process areas supported by the automated systems to be replaced cover the core functions of typical Driver License agencies. In North Dakota, these processes include:

- Credentialing – The processing and issuance of Driver Licenses, Permits and Identification Cards
- Driver Control – Encompasses the recording and tracking of driving histories of North Dakota motorists and appropriate motorists from other jurisdictions. Activities include posting/imposing withdrawals of driving privileges, posting and maintaining records of convictions/actions from North Dakota and other jurisdictions, updating financial responsibility records (insurance), sharing information with appropriate parties, and providing administrative remedy for grievances and supplying certified copies of driving records and supporting documents to authorized requesters.

North Dakota State Government Technical Environment

In overview, North Dakota's technical environment consists of Windows-based desktops and a variety of server platforms connected via an IP-based network. Desktop support is provided by the individual State agencies with the Information Technology Department (ITD) providing the statewide network and support for the majority of the server platforms. Brief descriptions of each component are provided below.

Desktop Environment

The *de facto* desktop standard is an Intel platform running some variety of Windows. Windows 2000 and Windows XP are the most common, with Windows NT representing some 5% - 10% of desktops. A small number of desktops are currently in use with Windows Vista; however this will grow over time as agencies transition to the newer operation system.

Network Services

ITD provides both local and wide-area network services for State government. All LAN segments are switched 100 megabit Ethernet networks. The Fargo and Bismarck metropolitan area networks are gigabit fiber-based, while the majority of WAN connectivity is obtained via ATM T1s. The core of the WAN consists of a SONET ring. End User support is provided through a central help desk; this service is available 24x7x365.

Directory Services

ITD provides a single Active Directory network domain that provides agencies with a single network sign-on and offers push technology for the distribution of applications to user workstations while allowing for ready management of the network and local control. All agency computers utilizing the State's Active Directory are members of the state forest, NDGOV. Each agency comprises an Organizational Unit (OU) within NDGOV. ITD provides the necessary Domain controllers and Global Catalog servers for authentication services.

In addition, ITD provides an LDAP directory service using the IBM SecureWay product. IBM SecureWay LDAP directory service is used to provide authentication and authorization for Web applications. This LDAP directory is also used to provide authentication for the ITD managed FTP server.

Hosting Services

The majority of State agencies receive hosting services from ITD. These services are provided by the following platforms:

- an IBM z800 mainframe running zOS version 1.6,
- an IBM iSeries, model 820 running OS version 5.3,
- Windows servers with Windows 2003 Server being the preferred OS; through a significant number of Windows 2000 servers remain,
- Sun Solaris servers, and
- Intel RedHat Linux servers.

End User support is provided through a central help desk; this service is available 24x7x365.

The z800 mainframe provides CICS for transaction management.

Note: A major initiative is currently underway to migrate all mainframe applications to a Linux environment.

Database Services

The majority of State agencies receive database services from ITD. The following databases are supported:

- Software AG's Adabas is hosted on the z800 mainframe,
- IBM DB2, version 8.2 which is hosted on the z800 mainframe,
- Oracle 9i and 10g which are hosted on Sun Solaris clusters, and
- Microsoft SQLServer 2000 and 2005 which are hosted on Windows 2003 Server clusters.

ITD provides both test and production database environments and dedicated, or stand alone, installations of these databases are actively discouraged.

Web Environment

ITD provides both clustered .NET and J2EE Web application environments; test and production environments are provided. The J2EE platform consists of IBM WebSphere version 5.1 running

on RedHat Linux. Load testing of any Web application is required prior to production deployment and is highly recommended during application development. ITD uses Mercury Interactive's LoadRunner software to perform load testing.

EDMS Environment

The majority of State agencies using EDMS technologies receive their services from ITD. These services are provided by the following platforms:

- FileNet P8 version 3.5
 - Content Manager
 - Business Process Manager
 - Forms Manager
 - Records Crawler
- Cardiff LiquidOffice
- Cardiff Teleform

Data Backup

Backup services are provided by IBM's Tivoli Storage Manager.

State Standards and Hosting Requirements

The State requires all information technology purchases to comply with the State's information technology standards unless the agency receives a waiver. ND State law also requires that the State's Information Technology Department (ITD) host all information technology systems unless the Office of Management and Budget grants a hosting exemption. Interested parties may find information regarding the State's information technology standards at:

<http://www.nd.gov/ea/standards/>

The following is an outline of the requested information related to the proposed products, services, and solutions. Please identify each response by the appropriate section number as identified below:

1. *Statement of Understanding*

1.1 Overview of Proposed Solutions

Based on your understanding of the information provided in this Request For Information, submit a detailed statement reflecting your perception of the Driver License Systems Redesign project and how your proposed products, services, and/or solutions could potentially meet the needs of the NDDOT related to Driver License Systems Redesign. Please provide to the NDDOT a clear understanding of your product(s) and how they may fit into our future system. For example, if you are defining a whole, turnkey Driver License system then please provide a clear and concise architectural view of your system. If you plan to inform us about products that may lend themselves as components of our

overall system, then please provide an architectural view of our future system, in your concept, and depict how your products would fit into that solution. You should use this section to “orient” the NDDOT as to how your products contribute to our future system.

1.2 Value Delivered

Describe the value your products, services, and/or solutions will deliver to NDDOT. For example, what is your differentiation in the market as it relates to the Driver License Systems Redesign project?

2. Products, Services, and Solutions

Describe the capabilities of your proposed product, service, and/or solution.

2.1 Overview of Product, Service, and/or Solution Offerings and Capabilities

Describe your offerings as they relate to the Driver License Systems Redesign project including:

2.1.1 What it is

2.1.2 What it does

2.1.3 How it meets needs and objectives

2.1.4 Who is currently using it and how it is being used

2.1.5 Describe industry vertical segments and in which of those you have delivered these offerings

2.1.6 Standard features

2.1.7 Optional features

2.1.8 Planned features not yet available and when they will be available

2.1.9 Integration and customization options

2.2 Specifications and Requirements

2.2.1 Technical specifications

2.2.2 Equipment dimensions and space requirements

2.2.3 Hardware requirements and options

2.2.4 Software requirements and options

2.2.5 Networking/connectivity requirements and options

3. Implementation Approach and Requirements

Describe what will be required to implement the proposed products, services, and/or solutions.

3.1 Necessary hardware and software, including quantities

3.2 Customization and integration requirements and options, including how integration with existing DL systems and processes can be accomplished

3.3 Training approach and requirements

- 3.4 Installation approach and requirements
- 3.5 Estimated time to implement, including an estimate of calendar time, in months, required to complete the implementation. Indicate the estimated number of months required for analysis, development (including customization and integration), testing, training, installation, and other transition activities.

4. *Estimated Costs*

Describe the estimated costs for implementing the proposed products, services, and/or solutions. (Information provided in this section will be used for budgeting purposes only.)

- 4.1 Hardware costs
- 4.2 Software costs
- 4.3 Development costs, including integration and customization
- 4.4 Costs for optional features and upgrades
- 4.5 Costs for services including:
 - 4.5.1 Project management
 - 4.5.2 Testing activities
 - 4.5.3 Training activities
 - 4.5.4 Installation activities
 - 4.5.5 Travel
- 4.6 Maintenance

5. *Productive Use Characteristics*

The NDDOT would like to know more about how your product(s) are implemented, and this section should be used to demonstrate that your products are actually in use and stable at DMV organizations.

Please provide an overview of the customer base that your components support. NDDOT is interested in “like use” characteristics, to include how long each system component has been in service at your DMV organization clients and a summary of the history of the product in its DMV application. For example, we would like to know when the project started, how many major revisions of the product were implemented at the customer site and that specific history, and the technical environment evolutions. Please include a timeline of the project and the major milestones (start, design and implementation period, acceptance period, initial operations, expansion of operations, and any major re-hosting or changes).

From this historical view of your customer base, please provide important lessons-learned or other characteristics about which we should be aware.

6. *Experience, Resources, and Client References*

- 6.1 Experience

- 6.1.1 Please describe your experience with projects of similar size, scope and industry focus to the Driver License Systems Redesign project.
- 6.1.2 Please provide at least three project summaries and describe the client's business objectives, the scope of work performed and the results delivered.
- 6.2 Resources
 - 6.2.1 Describe the skill sets and competencies of your available resources.
 - 6.2.2 What number of resources do you have in the skill sets that would likely be called on for the Driver License Systems Redesign project, and where are those resources based?
- 6.3 References
 - 6.3.1 Please provide a list of three client references that use your product(s) and services to perform a similar business function. Also, please include the contact person's name and phone number so we may contact them.

News Releases

No one shall make any news releases related to this RFI without prior approval of the procurement officer or project manager designated by the NDDOT.

Question Clarification

We look forward to your views and discussion of our modernization redesign, and value your feedback prior to the official procurement phase. If you require any clarification please feel free to e-mail your questions to bkschaffer@nd.us or mibecker@nd.gov.

Thank you for your consideration.

Sincerely,

Mike Becker, IT Manager-DL&MV Systems
Information Technology Division
North Dakota Department of Transportation
608 East Boulevard Avenue
Bismarck, North Dakota 58505-0700

Phone (701) 328-4790
BlackBerry: (701) 527-2833
mibecker@nd.gov