



STATE OF NEW HAMPSHIRE

Department of Safety  
Division of Motor Vehicles

RFI 2016-092

REQUEST FOR INFORMATION FOR:  
DRIVER TESTING AND SCHEDULING SYSTEM

ISSUED: FEBRUARY 10, 2016

STATE OF NEW HAMPSHIRE  
DEPARTMENT OF SAFETY  
DRIVER TESTING AND SCHEDULING SYSTEM  
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## **1. GENERAL INFORMATION**

### **1.1 Purpose**

This Request for Information (RFI) is issued by the State of New Hampshire Department of Safety (DOS) Division of Motor Vehicles (DMV) and the State of New Hampshire Department of Information Technology (DOIT) to solicit information regarding solutions to the DMV's needs for an automated testing system for Driver Licensing knowledge tests.

The DMV currently has a contract with MorphoTrust (Saffian) to provide an automated testing system that runs on state owned hardware. The MorphoTrust system interfaces to the DMV's existing legacy Driver Licensing system. This Legacy system has its roots in the 1980's and is based on a Cullinet (now CA IDMS) architecture hosted on an IBM DOS/VSE mainframe.

On December 20, 2013 the State awarded a contract to Tech Mahindra for the modernization of the legacy driver licensing system. The new system, known as VISION, will be based on the Microsoft Dynamics CRM platform and the Mahindra MOVES framework. The system is projected to be implemented in Q1 of 2016.

The purpose of this RFI is to evaluate strategies to procure and implement a new testing system that will be fully integrated with VISION and incorporate improvements to management and issuance of driver knowledge tests.

### **1.2 Current Testing System**

The purpose of the current system is to efficiently administer, monitor and track the history of knowledge exams relative to various motor vehicle types. The current test types include the AAMVA 5 CDL test question bank, the MSF motorcycle test question bank and a jurisdiction specific question bank for the Operator and school bus certificate license types. With the exception of the CDL questions, all other test types are offered in English, Spanish and French, to include audible function on all test types.

During the last fiscal year, our current automated testing system issued approximately 160,000 exams statewide. The various exams were taken on 46 test stations distributed throughout the 14 branch offices. The test stations are configured to report and record results back to one of six servers in real time. Our five largest branch offices have a local server onsite to ensure standalone-testing capabilities should connectivity to headquarters be interrupted. The sixth server handles the smaller branch offices and is located centrally in our Concord location.

Our current scheduling system is used to schedule eligible applicants for various road test types. The road test types include CDL, Motorcycle and Operator exams. The

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Scheduler application is configured, monitored and maintained by state staff with additionally purchased software support from the current vendor. The Scheduler application is managed by a centrally located server and reports in real time. The current modernization project has its own, built-in scheduling system. As such, there will not be a need for a new scheduling system.

The current Autotest and Scheduler system is run on state equipment and supported by state staff. The list of equipment used is as follows:

- Dell Power Edge R710 Rack Sever (1)
- Dell Power Edge R410 Rack Server (3)
- Dell Precision T3400 Server (2)
- Dell Optiplex 760 ultra slim form factor All in One (46) Win7-test stations
- Elo-Touch Screen monitors/16" (46)

The current financial model had an initial fee for software licenses and installation and an annual maintenance fee for software support.

### **1.3 Future System**

In combination with the VISION system, the DMV desires to enhance functionality with the procurement of a new testing solution. The VISION system offers the opportunity to have more of a real time interactive interface than the current systems allow. The State plans to have the new system:

1. Allow VISION transactions to initiate the Testing system transactions so the clerk does not have to switch between systems.
2. Allow VISION to receive full test results.
3. Take advantage of the DMV's improved communications network by implementing a single server model to host the system.
4. Provide a tabletized skill's and road testing system to compliment the automated knowledge testing system. All remote equipment needed to fulfill this request shall be required to interact with the VISION system in real time.

## **2. RESPONSE INSTRUCTIONS**

### **2.1. Response Submission and Due Date**

Vendors are requested to submit their response by March 10, 2016. Please provide an original and four copies of your response to:

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Arthur Garlow, Assistant Director  
23 Hazen Drive  
Concord, NH 03305  
Email: Arthur.garlow@dos.nh.gov

## 2.2. Schedule of Events

DATE	EVENT
February 10, 2016	RFI Issued
March 10, 2016	Vendor Responses Due
April 1, 2016	Possible Vendor Presentations

- Vendors may or may not be contacted to provide an oral presentation of their solution.

## 2.3. RFI Inquiries

For inquiries regarding this RFI, please e-mail:

Arthur Garlow, Assistant Director  
Telephone: (603) 227- 4050  
E-mail: arthur.garlow@dos.nh.gov

Please submit any questions no later than February 17, 2016.

## 2.4 Requested Information

The State is seeking a better understanding in the areas listed below. Please respond concisely and completely. Base responses on current not planned capabilities.

- 2.4.1** Briefly describe the vendor's organization, client base, financial stability and history. Please keep generalized marketing material to a minimum.
- 2.4.2** Describe any experience/expertise specific to DMV Testing systems.
- 2.4.3** Describe the product history of the proposed solution and how it would meet the needs of DMV.
- 2.4.4** Please describe the functionality that your product offers in each of the areas identified in Section 1.2 and 1.3.
- 2.4.5** Please identify any of the functionality described in Section 1.2 or 1.3 that your product DOES NOT PROVIDE.
- 2.4.6** Describe the approach to testing that your firm recommends to ensure all user requirements are satisfied prior to implementation.

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- 2.4.7** Describe the technology architecture required to host the system.
- 2.4.8** Describe the technology required to implement the Testing system to include the devices and peripherals.
- 2.4.9** Describe your firm's approach to interfacing with existing NH DMV Driver Licensing and future Microsoft Dynamics CRM environment.
- 2.4.10** Please provide an overview of the security model in your product. Include a description of user management and privilege delegation, audit and logging approaches and security of web enabled customer self-help functionality.
- 2.4.11** Describe the options for continuity of operations that your solution offers. Indicate if your company has the capacity to offer card production services at a remote site and the time frames required to transition to an alternate method of production.
- 2.4.12** Does your solution have the capacity to support a mobile configuration? We envision a mobile configuration that use transportable components that could be transported in a car, set up by a single user with the capability to track and report testing results. Connectivity to the host would be provided by either hardwired Ethernet connection, Wi-Fi or cellular data service provided by the state.
- 2.4.13** Describe the pricing model for the solution that would be proposed. Identify if fees are based on a per test, or other models. Please include a description of support, maintenance and ongoing licensing costs associated with the product.
- 2.4.14** Please include any additional comments or suggested alternatives, as deemed appropriate based on your industry knowledge and expertise that you feel would be beneficial to the State of New Hampshire.
- 2.4.15** Please describe the reporting capabilities of your system.
- 2.4.16** Please explain your systems approach to scheduling. Is the scheduling functionality contained in the base product or is it a separate module or system.
- 2.4.17** Please describe the functionality that your system provides to allow administrators to modify questions, tests, test types.
- 2.4.18** Please describe the functionality that your system provides to modify the audible version of test questions.
- 2.4.19** Please identify all languages that your system has available for each of the test types identified in Appendix A.

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**2.5 Vendor Contact**

Please provide a main contact name, address, e-mail address, and telephone number in each response.

**3. VENDOR PRESENTATION**

Based on the review of the responses and the review of responses to this RFI, vendors may be invited to present an overview of their company and services to representatives of the State. There is no guarantee that a vendor may be asked to provide a presentation. All presentation costs incurred by the vendor shall be born by the vendor.

**4. LIABILITY**

This RFI has been issued to obtain information only and is not intended to result in a contract or vendor agreement with any respondent. This solicitation for information does not commit the State to publish an RFP or award a contract. The State shall not be held liable for any costs incurred by the Vendor in the preparation of its response. The RFI is not a pre-qualification process for any further purchasing process.

**5. CLOSING**

The NH Division of Motor Vehicles thanks you for your efforts in preparing a response. Although this Request for Information does not require the State to issue a Request for Proposal or to award a contract, it is anticipated that the information gathered in this project will be highly beneficial and will inform the State's decision-making process.

**6. DMV Testing Statistics**

160,000 knowledge exams statewide  
28,305 road exams  
25,813 were operator/motorcycle  
2,492 were CDL

**APPENDIX A**

**Knowledge Test Requirements**

**COMMERCIAL DRIVER LICENSE**

The State requires AAMVA compliant test bank for all commercial license examinations, to include all endorsements. The selected vendor must use the AAMVA model.

**MOTORCYCLE KNOWLEDGE EXAMINATION**

The State requires the MSF compliant knowledge test bank, to include two and three-wheeled motorcycles. The vendor selected must use the MSF model.

**SCHOOL BUS CERTIFICATE EXAMINATION**

The State requires a 20-question test specific to School Bus Certificates. The State will provide a 40-question test bank for this examination

**DRIVER EDUCATION INSTRUCTOR CERTIFICATE TEST**

The State requires a 100-question test specific to Driver Education Instructor certificates. The State will provide a 200-question test bank for this examination.

**MOTORCYCLE RIDER TRAINING COURSE COMPLETION CERTIFICATE TEST**

The State requires a 25-question test specific to the MSF- beginner rider's course. The State will provide 50-questions for this examination.

**OPERATORS KNOWLEDGE EXAMINATION**

The State requires a 40-question test for all first time license applicants. The state will provide a 100-question test bank for this examination.

**OPERATORS KNOWLEDGE EXAMINATION**

The state requires a 25-question test for individuals who are receiving a license back after a long term suspension. The State will provide a 50-question test bank for this examination.

**ADDITIONAL TEST-BANK REQUIREMENTS**

The State requires the ability to completely randomize each examination and to ensure that the applicant does not receive the same examination twice if a retest is mandated. The State also requires the ability to print out examinations at the conclusion of a test or series of tests, for review. The State also requires the ability to limit the amount of time spent on each examination and also must have the ability to allow a quick "pass/fail" feature if the applicant reaches a predetermined threshold.

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The State would also require the ability to add and delete questions from the knowledge bank as rules and or laws change. The ability to perform “changes” to the examination must be able to be done on site or in a timely manner, to include audio voice over. The State would also require the ability to add languages as Spanish, French and English currently exist and we have interest in adding additional languages as well. Our current testing system offers an audible option for the applicant to choose and this will be required moving forward as well. The State also requires the ability to set the time limits and pass/fail percentage on each individual examination.