



State of New Hampshire

SOFTWARE MODERNIZATION RFP

DEPARTMENT OF SAFETY

DMV VISION PROJECT

DOS RFP 2013-049

RFP ISSUED.....MARCH 13, 2013

VENDOR CONFERENCE.....APRIL 2, 2013, 9:00 AM

AT: NEW HAMPSHIRE DEPARTMENT OF SAFETY
DIVISION OF MOTOR VEHICLES
STEPHEN E. MERRILL MOTOR VEHICLE BUILDING
23 HAZEN DRIVE
CONCORD, NH 03305-001

STATE POINT of CONTACT.....ROBERT LUSSIER
ROBERT.LUSSIER@DOS.NH.GOV
603-227-4050

CONTRACT TYPE.....FIRM FIXED PRICE

PROPOSALS DUE.....JUNE 18, 2013 2:30 AM

AT: STATE OF NEW HAMPSHIRE
DEPARTMENT OF ADMINISTRATIVE SERVICES
BUREAU OF PURCHASE AND PROPERTY
STATE HOUSE ANNEX - ROOM 102
25 CAPITOL STREET
CONCORD, NH 03301-6312

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1. OVERVIEW

The purpose of this Request for Proposal (RFP) is to procure a fully functional software suite to support the operations of the NH Division of Motor Vehicles (NH DMV) and the services needed for a successful implementation of the software. The primary focus of the effort will be to replace the functionality of the current NH DMV application that is implemented in CA-IDMS. This project is known as VISION.

VISION is the next step in a series of Department of Safety (DOS) projects chartered to move the remaining Division of Motor Vehicle subsystems from the existing legacy environment to a new production environment that will provide less complex maintenance, improved reliability and enhanced functionality. VISION is required to integrate with the current Title and Registration subsystems which are hosted in a Java, Oracle Weblogic and HP UNIX environment known as the MAAP system.

The VISION Project will have five major components:

1. Procurement of a fully functional DMV software suite that is based on currently existing software (COTS, MOTS, etc.)
2. Mandatory Services to implement the software package to support Financial Processing, Driver Licensing (including AAMVA CDLIS 5.3 compliance), Financial Responsibility, Hearings & Violations, Inspection Stations, Dealer, Inventory, and Networks. This activity must fully replace our current legacy functionality.
3. Mandatory Services to implement an interface between VISION and MAAP which allows VISION to process the MAAP financial transactions through the VISION financial module.
4. Procurement of any software modules required for the optional functionality (Registration and Title) not included in item 2.
5. Optional Services to implement the functionality of the software that supports Motor Vehicle Registration, Titling (including AAMVA NMVTIS 2.4 compliance) and any other features available in the proposed software suite.

The Department of Safety's goal is to position this project with the highest probability of success with the lowest risk possible for the State of New Hampshire and successful vendor. We believe that this phased approach will achieve this goal, by allowing vendors to propose either a unified implementation of the new software and the MAAP interface or a sequential implementation.

The Department intends to purchase the hardware and operating systems (OS) software required to operate the system outside of this procurement. The purchase will be based on the system configuration specified by the vendor in a contract deliverable.

The successful Vendor will be required to post a performance bond for the mandatory phase of the project. Should the State choose to exercise the optional phase of the project a second bond would be executed based upon the optional phase price. The initial performance bond would be released when all contractual requirements for phase 1 are met.

1.1 Request for Proposal (RFP) Overview

The goal of this document is to convey the requirements of the system sought by the NH DMV, the required aspects of the project to implement the system, and the procedures that must be followed by entities that wish to participate in this procurement process.

Section 2: *SYSTEM REQUIREMENTS* of this document and the attachments referenced in this section convey the minimum requirements for functionality of the information system sought under this procurement. The foremost requirement is that there must be an existing software product as the foundation for any proposal. The state does not have the time or resources available to engage in a project to “scratch build” a solution. It is required that any proposer be ready to demonstrate the foundation software during the evaluation process (see Section 6: *EVALUATION PROCEDURE*). The requirements are in two groups. First, a series of general requirements that must be fully met (*APPENDIX A: DETAILED SYSTEM AND INTERFACE REQUIREMENTS*). The second grouping contains detailed requirements for various functions (*APPENDIX E: DETAILED BUSINESS SUBSYSTEM REQUIREMENTS (MANDATORY)*). A valid proposal must comply with 85% of the specific detailed requirements in its base functionality or through configurable parameters. It must be able to achieve 95% compliance through proposed software modification.

Section 3: *PROJECT REQUIREMENTS* of this document contains the minimum requirements for how the project shall be accomplished. The State expects the successful vendor to bring a project methodology that is based on sound project management principles and include appropriate tools to implement the methodology. The State also expects that the staff proposed will be well versed in the methodology and will be able to function with it in an efficient and accurate manner.

Section 4: *GENERAL CONTRACT REQUIREMENTS* contains terms, conditions and approaches that will govern any contract that results from this procurement process. If a vendor takes issue with or has any questions about topics in this section or anywhere else in the document it is imperative that they raise those questions or issues during the vendor question period or at the Vendor Conference. Vendors must recognize that the State has very limited ability to negotiate or change terms and conditions after proposals are submitted.

Section 5: *RESPONSE PROCEDURE* outlines how proposals should be submitted. It is important that all submittals conform to the requirements and deadlines contained in this section. Failure to comply could result in the rejection of a proposal before it is evaluated.

Section 6: *EVALUATION PROCEDURE* outlines the approach that will be used in scoring the proposals submitted.

1.2 Schedule of Events

The following table provides the Schedule of Events for this RFP through Governor and Council approval and Notice to Proceed.

EVENT	DATE	TIME
RFP released to vendors (on or about)	03/13/2013	
Vendor Inquiry Period begins (on or about)	03/13/2013	
Notification to the State of the number of vendor representatives attending the optional Vendor Conference (attendance recommended)	03/22/2013	
Vendor Conference (optional); location identified in Section 5.2: <i>Vendor Conference</i>	04/02/2013	9:00 AM
Vendor Inquiry Period ends (final inquiries due)	04/16/2013	
Final State responses to vendor inquiries	05/03/2013	
Final date for Proposal submission	06/18/2013	2:30 PM

Invitations for vendor presentations	07/12/2013	
Vendor presentations, discussion sessions and interviews (scheduled dates to occur on or about)	07/22/2013	
Anticipated Governor and Council approval	09/2013	
Anticipated Notice to Proceed	09/2013	

2. SYSTEM REQUIREMENTS

2.1 Software

The State seeks to license a product which is based on software that is in existence at the time of the procurement. A Commercial-Off-the-Shelf (COTS) or Modifiable-Off-the-Shelf (MOTS) approach is preferred. Each Proposal must present software that can fully support the required functionality contained in APPENDIX A: *DETAILED SYSTEM AND INTERFACE REQUIREMENTS* and APPENDIX E: *DETAILED BUSINESS SUBSYSTEM REQUIREMENTS (MANDATORY)*.

2.2 General Software Functionality Requirements

The primary scope of this project is to replace seven (7) subsystems (Financial Processing, Driver Licensing, Hearings & Violations, Inspection Station, Dealer, Inventory, and Network) of the legacy mainframe CA-IDMS system and all their required interfaces.

2.2.1 Financial Processing Subsystem

The Financial Processing Subsystem is used to maintain all transactions going through NH Department of Safety whether or not monetary value is attached. A process occurs on a daily basis to reconcile all locations, clerk transactions, and fees collected to the amount actually deposited into the State bank accounts. The Financial Subsystem is also responsible to keep fees being charged up-to-date, and the distribution of these fees among numerous accounts belonging to NH Department of Safety. The subsystem must provide a reasonable history of fees and distributions including the start and end date of the specific fees. The subsystem is also designed to handle refunds, credit memos, short slips, and protested checks. The Financial Subsystem must accept financial transactions from the MAAP system and provide an integrated accounting and unified closeout process for clerks completing transactions from both the new system and MAAP. An overview of MAAP interface can be found in APPENDIX G: *MAAP INTERFACES*.

2.2.2 Driver Licensing Subsystem

The Driver Licensing Subsystem is used to approve, track and maintain data on both new and renewal driver license applications. This includes standard operator licenses, commercial driver licenses, motorcycle licenses, commercial boat licenses, non-driver identification cards and any other type of identification or license that follows the basic characteristics of a Driver License (prerequisites, testing, issuance and renewal). The card fulfillment portion of this system was replaced in 2008 and the fulfillment subsystem will have to seamlessly interface with the new system provided under this procurement. An automated driver license testing and scheduling system was rolled out during the spring of 2010 and will have to seamlessly interface with the new system provided under this procurement.

2.2.3 Hearings & Violations Subsystem

The Hearings & Violations Subsystem is used to track violations issued, monitor the suspension of an individual's or a corporation's right to operate or register a motor vehicle in the State of New Hampshire, and track hearings and violations to which an entity is entitled based on state laws. It is used to compile and present the full driver (or entity) history. The system also complies with the laws regarding notification of the individual and the proper authorities whenever a suspension record is added to the database. Suspension notifications are automatically created by the system and are mailed to the individual being suspended. This subsystem is divided into three parts – Violations; Hearings; and Points and Certified Habitual Offenders.

- A. Violations** - When a ticket/summons or “Plea by Mail” ticket is given to the offender, copies are uploaded to the Department of Safety for entry into the Violations Subsystem. The system tracks the offense, a plea, the court’s finding, sentence or fine, and any appeal information.
- B. Hearings** - The system tracks the case number, scheduled date and time of the hearing, actual date the hearing was held, hearings officer, reason for the hearing, and the outcome.
- C. Points and Certified Habitual Offenders** - Demerit points are assigned to licensees who are convicted of motor vehicle violations. Based upon the number of points received, a person may be scheduled for a suspension hearing or may be considered a certified habitual offender.
- D. Crash** - Accidents involving death, injury, or combined property damage in excess of \$1,000.00 must be reported to NH DMV-FR by police and/or the individual(s) involved and are reported as part of the individual’s driver record (motor vehicle history). In addition to being made part of an individual’s driver record report, suspension/revocation action may be initiated against a named operator/owner that was uninsured at the time of the accident. Other transactions associated to crash/accident records include the sale of accident reports or accident information to authorized parties ranging from individuals to state and federal agencies seeking to improve public safety.

2.2.4 Inspection Station Subsystem

The Inspection Station Subsystem is used to track inspection stations, owners of the inspection stations, and certified inspection mechanics. Together with the Inventory Subsystem, the system also tracks sales of inspection stickers. Along with the ability to track inspection stations, station owners, and inspection mechanics, the system provides the ability to suspend or revoke any or all of a station's or a mechanic’s privileges. All suspensions and revocations are done in the Hearings & Violations Subsystem. This subsystem must be capable of sharing batched data updates about inspection mechanics with the On-Board Diagnostic (OBD) System. The State currently has a contract with Gordon-Darby for the OBD System.

2.2.5 Dealer Subsystem

The Dealer Subsystem is used to track dealerships, owners of a dealership, individuals authorized to purchase inventory, and data associated with the dealer bond requirement. Together with the Inventory Subsystem, the Dealer Subsystem will track sales of dealer plates and 20-day temporary plates. Along with the ability to track the dealership and its owners, the system provides the ability to suspend or revoke any or all dealer privileges through a connection to the Hearings & Violations Subsystem.

2.2.6 Inventory Subsystem

The Inventory Subsystem is used to track all plates, decals, and stickers from the time they are ordered until they are issued on a per location basis. The system identifies an item by type, series, and number, keeping track of on-order, on-hand, or in-transit by location. Warehouse personnel maintain the inventory and the on-hand totals are adjusted as items are distributed to the various locations. The Inventory Subsystem interfaces with other subsystems as well as the MAAP Oracle database for motor vehicle registrations.

2.2.7 Network Subsystem

The Network Subsystem is used to establish and maintain a network environment that provides for the query, storage, and electronic sharing of data with other jurisdictions and trading partners

of the State of NH Department of Safety. Currently, a portfolio of applications is supported for communicating via messages through the **AAMVAnet** (American Association of Motor Vehicle Administrators network). The applications supported include **CDLIS** (Commercial Driver License Information System), **PDPS** (Problem Driver Pointer System), **SSOLV** (Social Security On-line Verification) and **SAVE** (Systematic Alien Verification for Entitlements). All applications are interfaced to AAMVAnet through an AAMVA product known as **UNI** (Unified Network Interface). The UNI product resides on the State system and provides both the application and network interface. UNI has several functions that assist in message splitting, message grouping, message control, routing validation, logging, and audit trails. All messages are sent online via **NCS** (Network Control Software) in the **AMIE** (AAMVAnet Message Interchange Envelope) format.

2.3 Optional MAAP Replacement Functionality

MAAP (Municipal Agent Automation Project) is a motor vehicle online registration and titling system used by the NHDMV in Concord, several DMV substations and approximately 225 Municipal Agents (cities and towns) throughout the State of New Hampshire. Approximately half of the Municipal Agents utilize one of four vendor developed software packages to interface with the MAAP system via an XML interface. The remaining Municipal Agents use a web browser-based thin client to interface with the MAAP system. All Municipal Agents access the State of New Hampshire data network either through a VPN connection over the Internet or over a leased frame-relay circuit. The MAAP system performs both new and renewal of vehicle registrations, titling of vehicles, and the processing of payments for these transactions.

Proposals must contain the full suite of software functionality that would include vehicle and boat registration, and titling. The State at its sole discretion may choose to license this functionality and may choose to contract with the vendor for implementation services. The Licensing and Registration functionality must integrate fully with, have shared data, and common user interface components with the software proposed to meet the requirements in Section 2.2: *General Software Functionality Requirements*.

2.4 Detailed Software Functionality Requirements

The detailed requirements for each area of functionality described in Section 2.2: *General Software Functionality Requirements* can be found in APPENDIX E: *DETAILED BUSINESS SUBSYSTEM REQUIREMENTS (MANDATORY)*. The proposed solution must satisfy a minimum of 85% of these requirements in its base configuration or through the use of configurable work flows and parameters. The proposed solution must satisfy a minimum of 95% of these requirements using software modifications.

The detailed requirements for each area of functionality described in Section 2.3: *Optional MAAP Replacement Functionality* can be found in APPENDIX F: *DETAILED BUSINESS SUBSYSTEM REQUIREMENTS (OPTIONAL)*.

2.5 Hardware Architecture

The vendor must fully identify the recommended hardware architecture and capacity for successful system implementation as detailed in APPENDIX C-7: *Equipment Summary*. The State shall procure the needed hardware and commercially available system software.

3. PROJECT REQUIREMENTS

The Vendor will be responsible for all aspects of the project, including, but not limited to: hardware and software architecture, software configuration and code modification to meet functional and technical requirements, installation, configuration, testing, application security, tuning and system implementation.

A Project Management Plan will be required. The plan will be used to manage the project through completion. The Project Plan will also be required and will need to be updated as mutually agreed upon by customer and vendor throughout the duration of the project. Status/project meetings will be required and held periodically. The Project Management Plan shall contain the following documents at a minimum, but the State welcomes other vendor specific documents that would prove useful in managing this project:

- Scope Document
- Communications Plan (both internal to the project team and external to the user community)
- Change Management Plan
- Data archiving Plan
- Quality Assurance and Quality Control Plan
- Risk Management Plan
- Conversion Strategy Plan
- Complete Test Plan
- Project Schedule
- Recommended Hardware/Software Architecture
- System Configuration (including pc and printer configurations)
- System Documentation
- Training Plan
- Training Schedule
- Application and System Architecture Documentation.
- Disaster Recovery Plan
- Business Continuity Plan
- Implementation and Deployment Strategy/Cutover Plan

3.1 Management Approach

3.1.1 Vendor Staff

In the Proposal, the Vendor shall assign and identify a Project Manager and key Vendor staff, in accordance with the Requirements and Deliverables of APPENDIX A: *DETAILED SYSTEM AND INTERFACE REQUIREMENTS* and Section 5.4: *Standards for Describing Vendor Qualifications*.

The Vendor's selection of a Project Manager will be subject to the approval of the State. The State's approval process may include, without limitation, at the State's discretion, review of the proposed Project Manager's resume, qualifications, references and background checks, and an interview. The Vendor's Project Manager must be qualified to perform the obligations required of the position under the Contract, have full authority to make binding decisions, and shall function as the Vendor's representative for all administrative and management matters. The Project Manager must be primarily on site and available to promptly respond during normal working hours within two (2) hours to inquiries from the State. The Vendor must use its best efforts on the project.

The Vendor shall not change key Vendor staff and Project Manager (collectively referred to as "Project Staff") Commitments unless such replacement is necessary due to sickness, death,

termination of employment, or unpaid leave of absence. Any such changes to the Vendor's Project Staff shall require prior written approval of the State. Replacement Project Staff shall have comparable or greater skills with regard to performance of the project as the staff being replaced and be subject to the provisions of this RFP and any resulting Contract. Notwithstanding anything to the contrary, the State shall have the option to terminate the Contract, at its discretion, if it is dissatisfied with the Vendor's replacement Project staff.

The State, at its sole expense, may conduct reference and background checks on the Vendor's Project Staff. The State shall maintain the confidentiality of reference and background screening results. The State reserves the right to reject the Vendor's Project Staff as a result of such reference and background checks. The State also reserves the right to require removal or reassignment of the Vendor's key Project Staff found unacceptable to the State.

3.1.2 State Project Team

State high-level staffing for the project will include:

3.1.2.1 State Project Sponsor

The State Project Sponsor, DMV Director Richard C. Bailey, Jr. and the Department of Safety, will be responsible for securing financing and resources, addressing issues brought to their attention by the State Project Manager, and assisting the State Project Manager in promoting the project throughout the State. The Project Sponsor or an appropriate designee will be available to resolve issues on a timely basis.

3.1.2.2 State Project Manager

The State Project Manager, Tom Chagnon, will be responsible to the Project Sponsor and has the primary responsibility of seeing to the project's success:

Major duties include:

- Leading the project
- Promoting the project statewide
- Developing project strategy and approach
- Engaging and managing all Vendors
- Managing significant issues and risks
- Managing stakeholders' concerns

3.1.2.3 State Business Lead

The State Business Lead will be responsible to the State Project Manager and has the primary responsibility of coordinating the participation of the appropriate State functional area experts into the various portions of the project.

3.1.2.4 State Testing Coordinator

The State Testing Coordinator will be responsible to the State Project Manager and has the primary responsibility of assisting in the planning and testing of the software application being provided by the vendor.

3.1.2.5 State Training Coordinator

The State Training Coordinator will be responsible to the State Project Manager and has the primary responsibility of assisting with the planning and providing of training, specific to this project, to DMV staff.

3.1.2.6 State IT Liaison

The State IT Liaison will be responsible to the State Project Manager and has the primary responsibility of providing and supporting an open channel of communication between all parties involved in the project relating to IT goals and needs for the success of the project. The parties are as follows:

- State of New Hampshire, Department of Safety
- State of New Hampshire, Department of Information Technology
- The Vendor

3.1.3 Project Schedule

The Vendor shall submit a preliminary Project Schedule in its Proposal. The Project Schedule shall include, without limitation, a detailed description of the schedule, tasks, deliverables, major milestones, task dependencies, and payment schedule. Payment schedules are to be closely tied to all deliverables. A final Project Schedule will be due fifteen (15) business days after Contract award upon approval by Governor and Executive Council.

The Vendor shall update the Project Schedule as necessary, but no less than every two weeks to accurately reflect the status of the Project, including without limitation, the schedule, tasks, deliverables, major milestones, task dependencies, and payment schedule. The project schedule must be listed as an agenda item at every project meeting. Any updates to the Project Schedule shall require the written approval of the State prior to final incorporation into the Contract.

Unless otherwise agreed in writing by the State, changes to the Project Schedule shall not relieve the Vendor from liability to the State for any damages resulting from the Vendor's failure to perform its obligations under the Contract, including without limitation, performance in accordance with the Schedule.

In the event of a delay in the Schedule, the Vendor must immediately notify the State in writing. The written notification will identify the nature of the delay, i.e., specific actions or inactions of the Vendor or State causing the problem; its estimated duration period to reconciliation; specific actions that need to be taken to correct the problem; and the expected Schedule impact on the Project.

In the event the Vendor requires additional time to correct Deficiencies, the Schedule shall not change unless previously agreed in writing by the State, except that the Schedule shall automatically extend on a day-to-day basis to the extent that the delay does not result from Vendor's failure to fulfill its obligations under the Contract. To the extent that the State's execution of its major tasks takes longer than described in the Project Schedule, the Schedule shall automatically extend on a day-to-day basis.

Notwithstanding anything to the contrary, the State shall have the option to terminate the Contract for default, at its discretion, if it is dissatisfied with the Vendor's Project Schedule or elements within the Project Schedule.

3.2 Deliverables Approach

The Vendor shall provide the State with the Deliverables and Services as set forth in Section 4.9: *Deliverables*.

3.3 Testing

3.3.1 Testing and Acceptance

The State requires that an integrated and coherent approach to complete System testing, Deficiency correction, Acceptance, training, and that Warranty Services be provided to ensure a successful Project.

In its Proposal, the Vendor is to include its proposed Test Plan methodology and any scheduling assumptions used regarding the client resource efforts required during testing. After Contract award, the Vendor will be required to customize its proposed Test Plan methodology to reflect the needs of the Project and include the details of its Test Plan methodology in the detailed Project Schedule (the first Project Deliverable). A separate Test Plan and set of test materials will be prepared for each Software function or module.

In addition, the Vendor will provide a mechanism for reporting actual test results vs. expected results and for the resolution and tracking of all errors and problems identified during test execution. The Vendor will also provide training as necessary to the State staff responsible for test activities.

See APPENDIX B: *DETAILED TESTING REQUIREMENTS* for further information relating to these requirements.

3.3.2 Remedies

If the Vendor is not able to make the system corrections within the time allotted by the State, or the entire integrated System fails the Acceptance Test, the State may declare the Vendor in default and, at its option:

1. Terminate the Contract, in whole or in part, by providing written notice to the Vendor, without penalty or obligation to the State and deem the Vendor in default;
2. Return the Vendor's product provided under the Contract and receive a refund of all amounts paid, including but not limited to, applicable Software License fees within ninety (90) days of notification to the Vendor of the State's intent to request a refund;
3. And pursue its remedies available at law or in equity.

Notwithstanding any provision of the Contract, the State's option to terminate the Contract and pursue the remedies above will remain in effect until the Vendor completes the Contract to the satisfaction of the State.

3.3.3 System Acceptance

Upon successful completion of User Acceptance Testing for all required functionality the State will issue a Letter of System Acceptance and the Warranty Period will commence.

3.4 Warranty

3.4.1 System

The Vendor shall warrant that the System, including but not limited to the Software and the individual modules or functions, must operate in conformance with the specifications, terms, and requirements of the Contract, including but not limited to all elements, i.e., the software, hardware, and any interfaces.

3.4.2 Software

The Vendor shall warrant that the Software, including but not limited to the individual modules or functions furnished under the Contract, is properly functioning within the System, compliant with the requirements of the Contract, and will operate in accordance with the specifications.

3.4.3 Viruses; Destructive Programming

The Vendor shall warrant that the Software will not contain any viruses, destructive programming, or mechanisms designed to disrupt the performance of the Software in accordance with the specifications.

3.4.4 Compatibility

The Vendor shall warrant that all components, including but not limited to the individual modules or functions, including any replacement or upgraded Software components provided by the Vendor to correct deficiencies or as an enhancement, shall operate with the rest of the Software without loss of any functionality.

3.4.5 Services

The Vendor shall warrant that all Services to be provided under the Contract will be provided in a professional manner in accordance with industry standards and that Services will comply with performance standard.

3.4.6 Warranty Services

The Vendor shall agree to maintain, repair, and correct deficiencies in the Software, including but not limited to the individual modules or functions during the Warranty Period, at no additional cost to the State, in accordance with the specifications and terms and requirements of the Contract, including without limitation, correcting all errors, and defects and deficiencies; eliminating viruses or destructive programming; and replacing incorrect, defective or deficient Software and documentation.

Warranty Services shall include, without limitation, the following:

- a. Maintain the Software in accordance with the Specifications, terms, and requirements of the Contract;
- b. Repair or replace the Software or any portion thereof so that the software and/or system operates in accordance with the Specifications, terms, and requirements of the Contract;
- c. The Vendor shall have available to the State on-call telephone assistance, with issue tracking, ten (10) hours per day and five (5) days a week. This service must have an e-mail or telephone response within 15 minutes during the hours of 7:00am to 5:00pm Monday – Friday and within two (2) hours of request the remainder of the hours, with assistance response dependent upon issue severity.

- d. On-site additional Services within four (4) business hours of a request;
- e. Maintain a record of the activities related to warranty repair or maintenance activities performed for the State;
- f. For all Warranty Service calls, the Vendor shall ensure the following information will be collected and maintained: 1) nature of the deficiency; 2) current status of the deficiency; 3) action plans, dates, and times; 4) expected and actual completion time; 5) deficiency resolution information; 6) tracking number; 7) called in by; 8) technician assigned; and 9) future prevention.
- g. The Vendor must work with the State to identify and troubleshoot potentially large-scale Software failures or deficiencies by collecting the following information: 1) nature of the deficiency; 2) current status of the deficiency; 3) mean time between reported deficiencies with the Software; 4) action plans, dates, and times; 5) expected and actual completion time; 6) deficiency resolution information; 7) tracking number; 8) called in by; 9) technician assigned; 10) future prevention; 11) diagnosis of the root cause of the problem; and 12) identification of repeat calls or repeat Software problems.
- h. All deficiencies found during the Warranty Period and all deficiencies found with the Warranty Releases shall be corrected by the Vendor no later than thirty business days, unless specifically extended in writing by the State and at no additional cost to the State.
- i. All records and logs required must be made available to the State of NH upon request.

In the event the Vendor fails to correct the deficiency within the allotted period of time (See Section 3.5.1: *Deficiencies*, below), the State shall have the right, at its option: 1) declare the Vendor in default, terminate the contract, in whole or in part, without penalty or liability to the State; 2) return the Vendor's product and receive a refund for all amounts paid to the Vendor, including but not limited to, any applicable license fees within ninety (90) days of notification to the Vendor of the State's intent to request a refund; 3) and to pursue its remedies available at law or in equity.

Notwithstanding any provision of the Contract, the State's option to terminate the Contract and pursue the remedies above will remain in effect until satisfactory completion of the full Warranty Period. (See Section 3.4.7: *Warranty Period*, below).

3.4.7 Warranty Period

The Warranty Period will initially commence upon the State issuance of a Letter of System Acceptance for all Mandatory System modules and will continue for a period of 180 days.

For subsequent modules, the Warranty Period will extend for 180 days after each of the remaining modules are integrated successfully with the System, and receives a Letter of System Acceptance for System Cutover from the State.

If within the last thirty (30) calendar days of the Warranty Period, the Software fails to operate as specified, the Warranty End Date will extend; the Vendor will correct the deficiency, and a thirty (30) calendar day Warranty Period will begin. Any further deficiencies with the Software must be corrected and run fault free for thirty (30) calendar days before the Warranty Period is completed.

3.5 Ongoing Software Maintenance and Support

System Maintenance begins after successful completion of the Warranty Period. The Vendor must include provisions for ongoing Software maintenance and support Services. The Vendor shall submit copies of its proposed maintenance and support agreement which shall not contain any terms or

provisions that conflict with this RFP, including but not limited to, the State's Terms and Conditions or warranty requirements set forth in Section 4: *GENERAL CONTRACT REQUIREMENTS* and APPENDIX H: *STATE OF NEW HAMPSHIRE TERMS AND CONDITIONS P-37*, respectively. The Vendor's standard Software maintenance and support form will not be acceptable.

3.5.1 Deficiencies

As part of the Software maintenance agreement, ongoing software maintenance and support levels, including all new Software releases, shall be responded to according to the following:

- 1. Class A Deficiencies** - The Vendor shall have available to the State on-call telephone assistance, with issue tracking available to the State, ten (10) hours per day and five (5) days a week with an email / telephone response within two (2) hours of request; or the Vendor shall provide support on-site or with remote diagnostic Services, within two (2) business hours of a request. Class A deficiencies must be remedied within 2 business days. Approval from the State is required in the event that any extension of deficiency correction is required;
- 2. Class B & C Deficiencies** - The State shall notify the Vendor of such Deficiencies during regular business hours and the Vendor shall respond back within four (4) hours of notification of planned corrective action.

The Vendor shall repair or replace Software, and provide maintenance of the Software in accordance with the Specifications, terms and requirements of the Contract;

The Vendor shall maintain a record of the activities related to warranty repair or maintenance activities performed for the State;

For all maintenance Services calls, the Vendor shall ensure the following information will be collected and maintained: 1) nature of the deficiency; 2) current status of the deficiency; 3) action plans, dates, and times; 4) expected and actual completion time; 5) deficiency resolution information; 6) tracking number; 7) called in by; 8) technician assigned; and 9) future prevention.

The Vendor must work with the State to identify and troubleshoot potentially large-scale System failures or Deficiencies by collecting the following information: 1) mean time between reported Deficiencies with the Software; 2) diagnosis of the root cause of the problem; and 3) identification of repeat calls or repeat Software problems.

In the event the Vendor fails to correct a Deficiency within the allotted period of time stated above, the State shall have the right, at its option to: 1) declare the Vendor in default, terminate the support Contract, in whole or in part, without penalty or liability to the State; 2) return the Vendor's product and receive a refund for all amounts paid to the Vendor, including but not limited to, applicable license fees within ninety (90) days of notification to the Vendor of the State's intent to request a refund; and 3) to pursue its remedies available in law or in equity.

3.6 Administrative Specifications

3.6.1 Travel Expenses

The State will not be responsible for any travel or out of pocket expenses incurred in the performance of the Services.

The Vendor must assume all travel and related expenses for both direct Staff and Subcontractors by "fully loading" the proposed labor rates to include, but not limited to: meals, hotel/housing, airfare, car rentals, car mileage, and out of pocket expenses.

3.6.2 Shipping and Delivery Fee Exemption

The State will not pay for any shipping or delivery fees unless specifically itemized in the Contract.

3.6.3 Project Workspace and Office Equipment

The State will work with the Vendor to determine the requirements for providing all necessary workspace and office equipment, including State standard desktop computers for the Vendor's staff. If a Vendor has specific requirements, they must be included in the Vendor's Proposal.

3.6.4 Work Hours

Vendor personnel shall work normal business hours between 8:00am and 5:00pm, eight (8) hour days, forty (40) hour weeks, excluding State of New Hampshire holidays. Changes to this schedule may be made upon agreement with the State Project Manager. However, the State requires an unpaid lunch break of *at least* thirty (30) minutes be taken after five (5) consecutive hours of work.

3.6.5 Access/Cooperation

As applicable, and reasonably necessary, and subject to the applicable State and federal laws and regulations and restrictions imposed by third parties upon the State, the State will provide the Vendor with access to all program files, libraries, personal computer-based systems, software packages, network systems, security systems, and hardware as required to complete the contracted Services.

The State will use reasonable efforts to provide approvals, authorizations, and decisions reasonably necessary to allow the Vendor to perform its obligations under the Contract.

3.6.6 State-Owned Documents and Data

The Vendor shall provide the State access to all Documents, State Data, materials, reports, and other work in progress relating to the Contract ("State Owned Documents"). Upon expiration or termination of the Contract with the State, Vendor shall turn over all State-Owned Documents, State Data, material, reports, and work in progress relating to this Contract to the State at no additional cost to the State. State-Owned Documents must be provided in both printed and electronic format.

3.6.7 Intellectual Property

Upon successful completion and/or termination of the Implementation of the Project, the Vendor shall own and hold all, title, and rights in any Software Configurations or Modifications developed in connection with performance of obligations under the Contract, or modifications to the Vendor provided Software, and their associated Documentation including any and all performance enhancing operational plans and the Vendors' special utilities. The Vendor shall license back to the State the Statewide, perpetual, irrevocable, non-exclusive, non-transferable, limited right to produce, publish, or otherwise use such software, source code, object code, modifications, reports, and Documentation created under the Contract for the sole use of the State.

In no event shall the Vendor be precluded from developing for itself, or for others, materials that are competitive with, or similar to Custom Software, modifications developed in connection with performance of obligations under the Contract. In addition, the Vendor shall be free to use its

general knowledge, skills, experience, and any other ideas, concepts, know-how, and techniques that are acquired or used in the course of its performance under this agreement.

3.6.8 IT Required Work Procedures

All work done must conform to standards and procedures established by the Department of Information Technology (DoIT) and the State. These standards and procedures will be provided to the selected Vendor upon contract initiation.

3.6.9 Computer Use

In consideration for receiving access to and use of the computer facilities, network, licensed or developed software, software maintained or operated by any of the State entities, systems, equipment, Documentation, information, reports, or data of any kind (hereinafter "Information"), Vendor understands and agrees to the following rules:

- a. Every Authorized User has the responsibility to assure the protection of Information from unauthorized access, misuse, theft, damage, destruction, modification, or disclosure.
- b. That information shall be used solely for conducting official State business, and all other use or access is strictly forbidden including, but not limited to, personal, or other private and non-State use and that at no time shall Vendor access or attempt to access any information without having the express authority to do so.
- c. That at no time shall Vendor access or attempt to access any information in a manner inconsistent with the approved policies, procedures, and /or agreements relating to system entry/access.
- d. That all software licensed, developed, or being evaluated by the State cannot be copied, shared, distributed, sub-licensed, modified, reverse engineered, rented, or sold, and that at all times Vendor must use utmost care to protect and keep such software strictly confidential in accordance with the license or any other Agreement executed by the State. Only equipment or software owned, licensed, or being evaluated by the State, can be used by the Vendor. Personal software (including but not limited to palmtop sync software) shall not be installed on any equipment.
- e. That if the Vendor is found to be in violation of any of the above-stated rules, the User may face removal from the State Contract, and/or criminal or civil prosecution, if the act constitutes a violation of law.

3.6.10 Email Use

Mail and other electronic communication messaging systems are State of New Hampshire property and are to be used for business purposes only. Email is defined as "internal Email systems" or "State-funded Email systems". Vendors understand and agree that use of email shall follow State standard policy (available upon request).

3.6.11 Internet/Intranet Use

The Internet/Intranet is to be used for access to and distribution of information in direct support of the business of the State of New Hampshire according to State standard policy (available upon request).

3.6.12 Regulatory/Governmental Approvals

Any Contract awarded under the RFP shall be contingent upon the Vendor obtaining all necessary and applicable regulatory or other governmental approvals.

3.6.13 Force Majeure

Neither Vendor nor the State shall be responsible for delays or failures in performance resulting from events beyond the control of such party and without fault or negligence of such party. Such events shall include, but not be limited to, acts of God, strikes, lock outs, riots, and acts of War, epidemics, acts of Government, fire, power failures, nuclear accidents, earthquakes, and unusually severe weather.

Except in the event of the foregoing, Force Majeure events shall not include Vendor's inability to hire or provide personnel needed for the Vendor's performance under the Contract.

3.6.14 Confidential Information

In performing its obligations under the Contract, the Vendor may gain access to information of the State, including Confidential Information. "State Confidential Information" shall include, but not be limited to, information exempted from public disclosure under New Hampshire RSA Chapter 91-A: *Access to Public Records and Meetings* (see e.g. RSA Chapter 91-A: 5 *Exemptions*). The Vendor shall not use the State Confidential Information developed or obtained during the performance of, or acquired, or developed by reason of the Contract, except as is directly connected to and necessary for the Vendor's performance under the Contract.

The Vendor agrees to maintain the confidentiality of and to protect from unauthorized use, disclosure, publication, and reproduction (collectively "release"), all State Confidential Information of the State that becomes available to the Vendor in connection with its performance under the Contract, regardless of its form.

Subject to applicable federal or State laws and regulations, Confidential Information shall not include information which: (i) shall have otherwise become publicly available other than as a result of disclosure by the receiving party in breach hereof; (ii) was disclosed to the receiving party on a non-confidential basis from a source other than the disclosing party, which the receiving party believes is not prohibited from disclosing such information as a result of an obligation in favor of the disclosing party; (iii) is developed by the receiving party independently of, or was known by the receiving party prior to, any disclosure of such information made by the disclosing party; or (iv) is disclosed with the written consent of the disclosing party. A receiving party also may disclose Confidential Information to the extent required by an order of a court of competent jurisdiction.

Any disclosure of the State's information shall require prior written approval of the State. The Vendor shall immediately notify the State if any request, subpoena or other legal process is served upon the Vendor regarding the State's Confidential Information, and the Vendor shall cooperate with the State in any effort it undertakes to contest the request, the subpoena or other legal process, at no additional cost to the State.

In the event of unauthorized use or disclosure of the State's Confidential Information, the Vendor shall immediately notify the State, and the State shall immediately be entitled to pursue any remedy at law and in equity, including, but not limited to injunctive relief.

Insofar as the Vendor seeks to maintain the confidentiality of its confidential or proprietary information, the State shall follow the procedure outlined in RFP Section 5.3.7: *Public Disclosure*.

4. GENERAL CONTRACT REQUIREMENTS

4.1 Contract Award

The State plans to execute a Firm Fixed Price (FFP) Contract as a result of this RFP. The award will be based upon criteria, standards, and weighting identified in this RFP.

Any resulting Contract from this RFP will be a non-exclusive Contract. The State reserves the right, at its discretion, to retain other Vendors to provide any of the Services or Deliverables identified under this procurement or make an award by item, part or portion of an item, group of items, or total Proposal.

If a Contract is awarded, the Vendor must obtain written consent from the State before any public announcement or news release is issued pertaining to any Contract award. Such permission, at a minimum, will be dependent upon approval of the Contract by Governor and Executive Council of the State of New Hampshire.

4.2 Contract Term

Time is of the essence in the performance of a Vendor's obligations under the Contract.

The Vendor shall be fully prepared to commence work within thirty days, after full execution of the Contract by the parties, and the receipt of required governmental approvals, including, but not limited to, Governor and Executive Council of the State of New Hampshire approval ("Effective Date").

The Vendor's initial term will begin on the Effective Date and extend through June 30, 2019. The term may be extended up to three years ("Extended Term") at the sole option of the State, subject to the parties' prior written agreement on applicable fees for each extended term, up to but not beyond June 30, 2022.

The Vendor shall commence work upon issuance of a Notice to Proceed by the State.

The State does not require the Vendor to commence work prior to the Effective Date; however, if the Vendor commences work prior to the Effective Date and a Notice to Proceed, such work shall be performed at the sole risk of the Vendor. In the event that the Contract does not become effective, the State shall be under no obligation to pay the Vendor for any costs incurred or Services performed; however, if the Contract becomes effective, all costs incurred prior to the Effective Date shall be paid under the terms of the Contract.

4.3 Subcontractors

The Vendor shall identify all Subcontractors to be provided to deliver required Services subject to the terms and conditions of this RFP, including but not limited to, in Section 4: *GENERAL CONTRACT REQUIREMENTS* herein and APPENDIX H: *STATE OF NEW HAMPSHIRE TERMS AND CONDITIONS P-37* of this RFP.

The Vendor shall remain wholly responsible for performance of the entire Contract regardless of whether a Subcontractor is used. The State will consider the Vendor to be the sole point of contact with regard to all contractual matters, including payment of any and all charges resulting from any Contract.

4.4 State of NH Terms and Conditions and Contract Requirements

The Contract requirements set forth in Section 4: *GENERAL CONTRACT REQUIREMENTS* herein and APPENDIX H: *STATE OF NEW HAMPSHIRE TERMS AND CONDITIONS P-37* shall constitute the core for any Contract resulting from this RFP.

4.5 Vendor Responsibilities

The Vendor shall be solely responsible for meeting all requirements, and terms and conditions specified in this RFP, its Proposal, and any resulting Contract, regardless of whether or not it proposes to use any Subcontractor.

The Vendor may subcontract Services subject to the RFP, including but not limited to, the terms and conditions in Section 4: *GENERAL CONTRACT REQUIREMENTS* herein and APPENDIX H: *STATE OF NEW HAMPSHIRE TERMS AND CONDITIONS P-37*. The Vendor must submit with its Proposal all information and documentation relating to the Subcontractor necessary to fully respond to the RFP, which must include terms and conditions consistent with this RFP.

4.6 Project Budget/Price Limitation

The State has funds budgeted for this Project, subject to the terms and conditions contained in APPENDIX H: *STATE OF NEW HAMPSHIRE TERMS AND CONDITIONS P-37*, Section 5. *CONTRACT PRICE/PRICE LIMITATION/PAYMENT*.

4.7 State Contracts

The State of New Hampshire intends to use, wherever possible, existing statewide software and hardware Contracts to acquire supporting software and hardware.

4.8 Change Orders

The State may make changes or revisions at any time by written Change Order. Within five (5) business days of a Vendor's receipt of a Change Order, the Vendor shall advise the State, in detail, of any impact on cost (e.g., increase or decrease), the Schedule, or the Project Schedule.

A Vendor may request a change within the scope of the Contract by written Change Order, identifying any impact on cost or the Project Schedule. The State shall attempt to respond to a Vendor's requested Change Order within five (5) business days. The State must approve all change orders in writing. The State shall be deemed to have rejected the Change Order if the parties are unable to reach an agreement in writing.

All Change Order requests from a Vendor to the State and the State acceptance of a Vendor's estimate for a State requested change, will be acknowledged and responded to, either acceptance or rejection, in writing. If accepted, the Change Order(s) shall be subject to the Contract amendment process, as determined to apply by the State.

4.9 Deliverables

The Vendor shall provide the State with the Deliverables and Services in accordance with the time frames in the Project Schedule. All Deliverables shall be subject to the State's acceptance as set forth in Section 3.3.1: *Testing and Acceptance* herein.

Upon its submission of a Deliverable, the Vendor represents that it has performed its obligations under the Contract associated with the Deliverable.

By unconditionally accepting a Deliverable, the State reserves the right to reject any and all Deliverables in the event the State detects any Deficiency in the System, in whole or in part, through completion of all Acceptance Testing, including but not limited to, Software/System Acceptance Testing, Stress Testing and Tuning, and any extensions thereof.

For each denial of Acceptance, the Acceptance Period may be extended, at the option of the State, by the corresponding time required to correct the Deficiency, retest or Review.

4.9.1 Written Deliverables Review

The State will review the Written Deliverables for an Acceptance Period of ten (10) business days after receiving written Certification from the Vendor that the Written Deliverable is final, complete, and ready for review. The State will notify the Vendor in writing of its Acceptance or Non-Acceptance of a Deliverable by the end of the ten (10) day Review Period. If any Deficiencies exist, the State will notify the Vendor in writing of the Deficiency and the Vendor must correct the Deficiency within five (5) business days of receiving notice from the State at no charge to the State. Upon receipt of the corrected Deliverable, the State will have ten (10) business days to review the corrected Written Deliverable and notify the Vendor in writing of its Acceptance or rejection thereof.

4.9.2 Software Deliverables Review

Described in Section 3.3.1: *Testing and Acceptance*.

4.9.3 Non-Software Deliverables Review

The State will Review Non-Software Deliverables to determine whether any Deficiency exists and notify the Vendor in writing of its Acceptance or non-acceptance of the Non-Software Deliverable. The Vendor must correct the Deficiencies within five (5) business days, or within the period identified in the Project Schedule, as applicable. Following correction of the Deficiency, the State will notify the Vendor in writing of its Acceptance or rejection of the Deliverable.

4.10 Licenses

The State has defined the Software license grant rights, terms and conditions, and has documented the evaluation criteria.

4.10.1 Software License Grant

The Software License shall grant the State a Statewide, perpetual, irrevocable, non-exclusive, non-transferable, limited license to use the Software, the source code and its associated Documentation, subject to the terms of the Contract.

The Vendor shall submit copies of its proposed Software license agreement which **shall not** contain any terms or provisions that conflict with the State's Software license and warranty requirements or terms and conditions set forth in Section 4: *GENERAL CONTRACT REQUIREMENTS* and APPENDIX H: *STATE OF NEW HAMPSHIRE TERMS AND CONDITIONS P-37*, respectively. The Vendor's standard Software license form, conflicting with any of these terms, will not be acceptable.

4.10.2 Software and Documentation Copies

The Vendor shall provide the State with 10 hard copy versions of the associated Documentation for the Software and one (1) electronic version in Microsoft Word and one (1) electronic version

in PDF format. The State shall have the right to copy the Software and its associated Documentation for its internal business needs. The State agrees to include copyright and proprietary notices provided to the State by the Vendor on such copies.

4.10.3 Restrictions

Except as otherwise permitted under the Contract, the State agrees not to:

- a. Remove or modify any program markings or any notice of Vendor's proprietary rights;
- b. Make the programs or materials available in any manner to any third party for use in the third party's business operations, except as permitted herein; or
- c. Cause or permit reverse engineering, disassembly or recompilation of the programs.

4.10.4 Title

The Vendor must hold the right to allow the State to use the Software or hold all title, right, and interest in the Software and its associated Documentation.

4.11 Termination

4.11.1 Termination for Default

Any one or more of the following acts or omissions of the Vendor shall constitute an event of default hereunder ("Event of Default"):

- a. Failure to perform the Services satisfactorily or on schedule;
- b. Failure to submit any report required; and/or
- c. Failure to perform any other covenant, term or condition of the Contract

Upon the occurrence of any Event of Default, the State may take any one or more, or all, of the following actions:

- a. Unless otherwise provided in the Contract, the State shall provide the Vendor written notice of default and require it to be remedied within, in the absence of a greater or lesser specification of time, within thirty (30) days from the date of notice, unless otherwise indicated within by the State ("Cure Period"). If the Vendor fails to cure the default within the Cure Period, the State may terminate the Contract effective two (2) days after giving the Vendor notice of termination, at its sole discretion, treat the Contract as breached and pursue its remedies at law or in equity or both.
- b. Give the Vendor a written notice specifying the Event of Default and suspending all payments to be made under the Contract and ordering that the portion of the Contract price which would otherwise accrue to the Vendor during the period from the date of such notice until such time as the State determines that the Vendor has cured the Event of Default shall never be paid to the Vendor.
- c. Set off against any other obligations the State may owe to the Vendor any damages the State suffers by reason of any Event of Default;
- d. Treat the Contract as breached and pursue any of its remedies at law or in equity, or both.
- e. Procure Services that are the subject of the Contract from another source and the Vendor shall be liable for reimbursing the State for the replacement Services, and all administrative costs directly related to the replacement of the Contract and procuring the Services from another source, such as costs of competitive bidding, mailing, advertising,

applicable fees, charges or penalties, and staff time costs; all of which shall be subject to the limitations of liability set forth in the Contract.

In the event of a default by the State, the Vendor shall provide the State with written notice of default, and the State shall cure the default within thirty (30) days.

No remedy conferred under the Contract is intended to be exclusive of any other remedy, and each remedy is cumulative and in addition to every other remedy in the Contract. The State's election or non-election of any or more remedies shall not constitute a waiver of its right to pursue other available remedies.

4.11.2 Termination for Convenience

The State may, at its sole discretion, terminate the Contract, in whole or in part, by thirty (30) days written notice to the Vendor. In the event of such termination for convenience, the State shall pay the Vendor the agreed upon price, if separately stated, for Deliverables for which Acceptance has been given by the State. Amounts for Services or Deliverables provided prior to the date of termination for which no separate price is stated will be paid, in whole or in part, generally in accordance with APPENDIX C: *PRICING WORKSHEETS*.

During the thirty (30) day period, the Vendor shall wind down and cease its Services as quickly and efficiently as reasonably possible, without performing unnecessary Services or activities and by minimizing negative effects on the State from such winding down and cessation of Services.

4.11.3 Termination for Conflict of Interest

The State may terminate the Contract by written notice if it determines that a conflict of interest exists, including but not limited to, a violation by any of the parties hereto of applicable performance of Contracts.

In such case, the State shall be entitled to a pro-rated refund of any current implementation, support and maintenance costs. The State shall pay all other contracted payments that would have become due and payable if the Vendor did not know, or reasonably did not know, of the conflict of interest.

In the event the Contract is terminated as provided above pursuant to a violation by the Vendor, the State shall be entitled to pursue the same remedies against the Vendor as it could pursue in the event of a default of the Contract by the Vendor.

4.11.4 Termination Procedure

Upon termination of the Contract, the State, in addition to any other rights provided in the Contract, may require the Vendor to deliver to the State any property, including without limitation, Software and Written Deliverables, for such part of the Contract as has been terminated.

After receipt of a notice of termination, and except as otherwise directed by the State, Vendor shall:

- a. Stop work under the Contract on the date, and to the extent specified, in the notice;
- b. Promptly, but in no event longer than thirty (30) days after termination, terminate its orders and subcontracts related to the work which has been terminated and settle all outstanding liabilities and all claims arising out of such termination of orders and subcontracts, with the approval or ratification of the State to the extent required, which approval or ratification shall be final for the purpose of this section;

- c. Take such action as the State directs, or as necessary to preserve and protect the property related to the Contract which is in the possession of Vendor and in which State has an interest;
- d. Deliver in the manner, at the times, and to the extent directed by the State, any property which is required to be furnished to State and which has been accepted or requested by the State; and
- e. Provide written certification to the State that Vendor has surrendered to the State all said property.

4.12 Limitation of Liability

4.12.1 State

Subject to applicable laws and regulations, in no event shall the State be liable for any consequential, special, indirect, incidental, punitive, or exemplary damages. Subject to applicable laws and regulations, the State's liability to the Vendor shall not exceed the total Contract price set forth in Contract Agreement Section 1.8 of Part 1. Identification - *STATE OF NEW HAMPSHIRE TERMS AND CONDITIONS P-37* located in APPENDIX H.

Notwithstanding the foregoing and any provision of this Contract to the contrary, in no event does the State waive its sovereign immunity or any applicable defenses or immunities.

4.12.2 The Contractor

Subject to applicable laws and regulations, in no event shall the Vendor be liable for any consequential, special, indirect, incidental, punitive or exemplary damages and the Vendor's liability to the State shall not exceed two times (2X) the total Contract price set forth in the Contract Agreement Section 1.8 of the *STATE OF NEW HAMPSHIRE TERMS AND CONDITIONS P-37* in APPENDIX H. Notwithstanding the foregoing, the limitation of liability shall not apply to the Vendor's indemnification obligations set forth in the *STATE OF NEW HAMPSHIRE TERMS AND CONDITIONS P-37, Section 13: Indemnification* and confidentiality obligations in Section 3.6.14: *Confidential Information*, which shall be unlimited.

4.12.3 State's Immunity

Notwithstanding the foregoing, nothing herein contained shall be deemed to constitute a waiver of the sovereign immunity of the State, which immunity is hereby reserved to the State. This covenant shall survive termination or Contract conclusion.

4.12.4 Survival

This Contract Agreement - Section 4.12: *Limitation of Liability* shall survive termination or Contract conclusion.

4.13 Change of Ownership

In the event that the Vendor should change ownership for any reason whatsoever, the State shall have the option of continuing under the Contract with the Vendor, its successors or assigns for the full remaining term of the Contract; continuing under the Contract with the Vendor, its successors or assigns for such period of time as determined necessary by the State; or immediately terminate the Contract without liability to the Vendor, its successors or assigns.

4.14 Assignment, Delegation and Subcontracts

The Vendor shall not assign, delegate, subcontract, or otherwise transfer any of its interest, rights, or duties under the Contract without the prior written consent of the State. Such consent will not be unreasonably withheld. Any attempted transfer, assignment, delegation, or other transfer made without the State's prior written consent shall be null and void.

The Vendor shall remain wholly responsible for performance of the entire Contract regardless of whether assignees, delegates, Subcontractors or other transferees ("Successor") are used, unless otherwise agreed to in writing by the State and the Successor fully assumes in writing any and all obligations and liabilities under the Contract. In the absence of a written assumption of full obligations and liabilities of the Contract, any permitted assignment, delegation, subcontract or other transfer shall neither relieve the Vendor of any of its obligations under the Contract nor shall it affect any remedies available to the State against the Vendor that may arise from any event of default of the provisions of the Contract. The State will consider the Vendor to be the sole point of contact with regard to all contractual matters, including payment of any and all charges resulting from the Contract.

The Vendor may employ Subcontractors (on or offsite with prior State approval) to deliver required services subject to the terms and conditions of this RFP, including but not limited to, in Section 4: *GENERAL CONTRACT REQUIREMENTS* herein and APPENDIX H: *STATE OF NEW HAMPSHIRE TERMS AND CONDITIONS P-37* of this RFP. The Vendor shall remain wholly responsible for performance of the entire Contract regardless of whether a Subcontractor is used. The State will consider the Vendor to be the sole point of contact with regard to all contractual matters, including payment of any and all charges resulting from any contract.

4.15 Dispute Resolution

Prior to the filing of any formal proceedings with respect to a dispute (other than an action seeking injunctive relief with respect to intellectual property rights), the party believing itself aggrieved (the "Invoking Party") shall call for progressive management involvement in the dispute negotiation by written notice to the other party. Such notice shall be without prejudice to the Invoking Party's right to any other remedy permitted by this Agreement.

The parties shall use all reasonable efforts to arrange personal meetings and/or telephone conferences as needed, at mutually convenient times and places, between negotiators for the parties at the following successive management levels, each of which shall have a period of allotted time as specified below in which to attempt to resolve the dispute:

Dispute Resolution Responsibility and Schedule Table

Level	Vendor	State	Cumulative Allotted Time
Primary	NAME, TITLE	Tom Chagnon, State Project Manager (PM)	5 Business Days
First	NAME, TITLE	Richard C. Bailey Jr. State Project Sponsor	10 Business Days
Second	NAME, TITLE	John J. Barthelmes, Commissioner	15 Business Days

The allotted time for the first level negotiations shall begin on the date the Invoking Party's notice is received by the other party. Subsequent allotted time is days from the date that the original Invoking Party's notice is received by the other party.

4.16 Venue and Justification

Any action on the Contract may only be brought in the State of New Hampshire Merrimack County Superior Court.

4.17 Contract Security/Performance Bond

The Vendor shall furnish the State with a Performance Bond in an amount equal to 100% of the total value of the applicable Purchase Prices and Charges within ten (10) business days of receipt of notice of intent to award a Contract. The Vendor shall bear the full expense of both the initial expense and the annual premiums for the Performance Bond. If such is not provided, the award may be nullified.

The Performance Bond shall be in a form and substance satisfactory to the State. The Performance Bond shall be maintained by the Vendor in full force and effect until successful completion of the Warranty Period. The Vendor or any of its sureties shall not be released from their obligations under the Performance Bond from any change or extension of time, or termination of this Contract. The Performance Bond shall contain a waiver of notice of any changes to this Contract or the Deliverables or the Specifications, or of any Change Orders.

Payments shall not be due to the Vendor until the Performance Bond is in place and approved by the State in writing. A licensed insurance company authorized to do business in the State of New Hampshire and made payable to the State of New Hampshire shall issue the Performance Bond. The Performance Bond shall contain the Contract number and dates of performance. The Vendor shall extend the validity and enforcement of the Performance Bond for said periods if the State exercises an option to extend the Contract for any additional period(s).

The Performance Bond shall secure the performance of the Vendor, including without limitation performance of the Services in accordance with the Project Schedule and providing Deliverables in accordance with the Specifications, and shall secure any damages, cost or expenses resulting from the Vendor's default in performance or liability caused by the Vendor. The Performance Bond shall become payable to the State for any outstanding damage assessments made by the State against the Vendor if there is a termination for default. An amount up to the full amounts of the Performance Bond may also be applied to the Vendor's liability for any administrative costs and/or excess costs incurred by the State in obtaining similar Software, Deliverables, other products, and Services to replace those terminated as a result of the Vendor's default. In addition to this stated liability, the State may seek other remedies.

The State reserves the right to review the Performance Bond and to require the Vendor to substitute a more acceptable Performance Bond in such form(s) as the State deems necessary prior to Acceptance of the Performance Bond.

5. RESPONSE PROCEDURE

5.1 Vendor Questions

5.1.1 Proposal Inquiries

All inquiries concerning this RFP, including but not limited to, requests for clarifications, questions, and any changes to the RFP, shall be emailed, citing the RFP title, RFP number, page, section, and paragraph and submitted to the following RFP State Point of Contact:

Robert Lussier
Department of Safety, Division of Motor Vehicles
23 Hazen Drive
Concord, New Hampshire, 03305-0001
Telephone: (603) 227-4050
Email: robert.lussier@dos.nh.gov

Vendors are encouraged to submit questions via email; however, the State assumes no liability for assuring accurate/complete email transmission/receipt and is not responsible to acknowledge receipt.

Inquiries must be received by the RFP State Point of Contact (see above) no later than the conclusion of the Vendor Inquiry Period (see Section 1.2: *Schedule of Events*). Inquiries received later than the conclusion of the Vendor Inquiry Period shall not be considered properly submitted.

The State intends to issue official responses to properly submitted inquiries on or before the date specified in Section 1.2: *Schedule of Events*; however, this date may be subject to change at the State's discretion. The State may consolidate and/or paraphrase questions for sufficiency and clarity. The State may, at its discretion, amend this RFP on its own initiative or in response to issues raised by inquiries, as it deems appropriate. Oral statements, representations, clarifications, or modifications concerning the RFP shall not be binding upon the State. Official responses will be made in writing.

5.1.2 RFP Addendum

The State reserves the right to amend this RFP at its discretion, prior to the Proposal submission deadline. In the event of an Addendum to this RFP, the State, at its sole discretion, may extend the Proposal submission deadline, as it deems appropriate.

5.2 Vendor Conference

An optional Vendor Conference will be held at the following location on the date and at the time identified in Section 1.2: *Schedule of Events*:

Department of Safety
Division of Motor Vehicles
23 Hazen Drive
Stephen E. Merrill Building Auditorium
Concord, New Hampshire 03305

All Vendors who intend to submit Proposals are encouraged to attend the Vendor Conference. Vendors are required to RSVP to Robert Lussier via email (robert.lussier@dos.nh.gov) by the date identified in Section 1.2: *Schedule of Events*, indicating the number of individuals who will attend the Vendor Conference.

Vendors will have an opportunity to ask questions about the RFP and the State will make a reasonable attempt to answer questions deemed appropriate. Questions may include, without limitation, a request for clarification of the RFP; a request for changes to the RFP; suggestions or changes to the RFP that could improve the RFP competition or lower the offered price; and to review any applicable Documentation.

Vendors are encouraged to email inquiries at least forty eight (48) hours prior to the Vendor Conference. No responses will be given prior to the Vendor Conference. Oral answers provided during the Vendor Conference will not be binding on the State. Although the State will attempt to transcribe and answer questions posed during the Vendor Conference those questions shall not be considered properly submitted until they are emailed to the State Point of Contact. The State's final response to Vendor inquiries and any requested changes to terms and conditions raised during the Vendor Inquiry Period will be emailed, by the date specified, as the final State responses to Vendor inquiries as detailed in Section 1.2: *Schedule of Events*. Vendors are responsible for any costs associated with attending the Vendor Conference.

5.2.1 Site Tour Schedule:

Group Session	9:00 AM to 11:00 AM
Individual Vendor DMV Walk Through	11:00 AM to 1:30 PM
Lunch (not provided)	11:00 AM to 1:30 PM
Group Wrap up	1:30 PM to 2:30 PM

5.3 Submission Procedure

5.3.1 Proposal Submission, Deadline, and Location Instructions

Proposals submitted in response to this RFP must be received by the Department of Administrative Services, Bureau of Purchase and Property, no later than the date and time specified in Section 1.2: *Schedule of Events*. Proposals must be addressed to:

**State of New Hampshire
Department of Administrative Services
Bureau of Purchase and Property
25 Capitol Street
Room 102
Concord, New Hampshire 03301-6312**

Cartons containing Proposals must be clearly marked as follows:

**STATE OF NEW HAMPSHIRE
DEPARTMENT OF SAFETY
DIVISION OF MOTOR VEHICLES**

**RESPONSE TO DOS RFP 2013-049
DMV VISION PROJECT**

Late submissions will not be accepted and will remain unopened. Delivery of the Proposals shall be at the Vendors' expense. The time of receipt shall be considered when a Proposal has been officially documented by the Department of Administrative Services, in accordance with its established policies, as having been received at the location designated above. The State accepts no responsibility for mislabeled mail. Any damage that may occur due to shipping shall be the Vendor's responsibility.

Vendors are permitted to submit **one (1)** Proposal in response to this RFP.

All Proposals submitted in response to this RFP must consist of:

- a. **One (1)** original and **nine (9)** clearly identified copies of the Proposal, including all required attachments;
- b. **One (1)** copy of the *Proposal Transmittal Form Letter* (described in Section 5.3.15.2: *Transmittal Form Letter*, herein) shall be signed by an official authorized to legally bind the Vendor and shall be marked “ORIGINAL”;
- c. **Ten (10)** clearly marked and sealed envelopes containing the cost portion of the proposal; and
- d. **One (1)** electronic copy on CD ROM in MS WORD format.

The original and all copies shall be bound separately, delivered in sealed containers, and permanently marked as indicated above. A Vendor’s disclosure or distribution of its Proposal other than to the State will be grounds for disqualification.

5.3.2 Alteration of RFP

The original RFP document is on file with the State of New Hampshire, Department of Administrative Services. Vendors are provided an electronic version of the RFP. Any alteration to this RFP or any file associated with this RFP is prohibited. Any such changes may result in a Proposal being rejected.

5.3.3 Non-Collusion

The Vendor’s signature on a Proposal submitted in response to this RFP guarantees that the prices, terms and conditions, and Services quoted have been established without collusion with other Vendors and without effort to preclude the State from obtaining the best possible competitive Proposal.

5.3.4 Validity of Proposal

Proposals must be valid for one hundred and eighty (180) days following the deadline for submission of Proposals in Section 1.2: *Schedule of Events*, or until the Effective Date of any resulting Contract.

5.3.5 Property of the State

All material received in response to this RFP shall become the property of the State and will not be returned to the Vendor. Upon Contract award, the State reserves the right to use any information presented in any Proposal.

5.3.6 Confidentiality of a Proposal

A Proposal must remain confidential until the Effective Date of any resulting Contract as a result of this RFP. A Vendor’s disclosure or distribution of Proposals other than to the State will be grounds for disqualification.

5.3.7 Public Disclosure

Subject to applicable law or regulations, the content of each Vendor’s Proposal shall become public information upon the Effective Date of any resulting Contract.

Any information submitted as part of a response to this request for proposal (RFP) may be subject to public disclosure under RSA 91-A. In addition, in accordance with RSA 9-F:1, any contract entered into as a result of this RFP will be made accessible to the public online via the website Transparent NH (<http://www.nh.gov/transparentnh/>). Accordingly, business financial

information and proprietary information such as trade secrets, business and financials models and forecasts, and proprietary formulas may be exempt from public disclosure under RSA 91-A:5, IV. If you believe any information being submitted in response to a request for proposal, bid or information should be kept confidential as financial or proprietary information; you must specifically identify that information in a letter to the agency, and should mark/stamp the materials as such. Marking of the entire Proposal or entire sections of the Proposal (e.g. pricing) as confidential will neither be accepted nor honored. Notwithstanding any provision of this RFP to the contrary, Vendor pricing will be subject to disclosure upon approval of the contract by Governor and Council.

Generally, each Proposal shall become public information upon the approval of Governor and Council of the resulting contract, as determined by the State, including but not limited to, RSA Chapter 91-A (Right to Know Law). The State will endeavor to maintain the confidentiality of portions of the Proposal that are clearly and properly marked confidential. If a request is made to the State to view portions of a Proposal that the Vendor has properly and clearly marked confidential, the State will notify the Vendor of the request and of the date and the State plans to release the records. A designation by the Vendor of information it believes exempt does not have the effect of making such information exempt. The State will determine the information it believes is properly exempted from disclosure. By submitting a Proposal, Vendors agree that unless the Vendor obtains a court order, at its sole expense, enjoining the release of the requested information, the State may release the requested information on the date specified in the State's notice without any liability to the Vendors.

5.3.8 Security

The State must ensure that appropriate levels of security are implemented and maintained in order to protect the integrity and reliability of its information technology resources, information, and services. State resources, information, and services must be available on an ongoing basis, with the appropriate infrastructure and security controls to ensure business continuity and safeguard State networks, systems and data. The State will evaluate the degree to which the proposed system is designed and architected to ensure the confidentiality and integrity of its valued asset, data.

5.3.9 Non-Commitment

Notwithstanding any other provision of this RFP, this RFP does not commit the State to award a Contract. The State reserves the right, at its sole discretion, to reject any and all Proposals, or any portions thereof, at any time; to cancel this RFP; and to solicit new Proposals under a new acquisition process.

5.3.10 Proposal Preparation Cost

By submitting a Proposal, a Vendor agrees that in no event shall the State be either responsible for or held liable for any costs incurred by a Vendor in the preparation of or in connection with the Proposal, or for work performed prior to the Effective Date of a resulting Contract.

5.3.11 Oral Presentations, Interviews and Discussion

The State reserves the right to require Vendors to make oral presentations of their Proposals and/or to make available for oral presentations/interviews the key Project Staff to implement the Proposal. All costs associated with oral presentations/interviews shall be borne entirely by the Vendor. Vendors will be requested to provide demonstrations of their proposed Systems as part of their presentations.

5.3.12 Required Contract Terms and Conditions

By submitting a Proposal, the Vendor agrees that the State of New Hampshire terms and conditions, contained in APPENDIX H: *STATE OF NEW HAMPSHIRE TERMS AND CONDITIONS P-37* and Section 4: *GENERAL CONTRACT REQUIREMENTS*, herein, shall form the basis of any Contract resulting from this RFP. In the event of any conflict between the State's Terms and Conditions and any portion of the Vendor's Proposal, the State's Terms and Conditions shall take precedence and supersede any and all such conflicting terms and conditions contained in the Vendor's Proposal.

5.3.13 Proposal Format

Proposals should follow the following format:

- The Proposal should be provided in a three-ring binder.
- The Proposal should be printed on white paper with dimensions of 8.5 by 11 inches with right and left margins of one (1) inch.
- The Proposal should use Times New Roman font with a size no smaller than eleven (11) point size.
- Each page of the Proposal should include a page number and the number of total pages and identification of the Vendor in the page footer.
- Tabs should separate each section of the Proposal.

Exceptions for paper and font sizes are permissible for: graphical exhibits, which may be printed on white paper with dimensions of 11 by 17 inches; and material in appendices.

5.3.14 Proposal Organization

Proposals should adhere to the following outline and should not include items not identified in the outline.

- Cover Page
- Transmittal Form Letter
- Table of Contents
- **Section I:** Executive Summary
- **Section II:** Glossary of Terms and Abbreviations
- **Section III:** Responses to Requirements and Deliverables
- **Section IV:** Narrative Responses
- **Section V:** Corporate Qualifications
- **Section VI:** Qualifications of Key Vendor Staff
- **Section VII:** Cost Proposal (Delivered in marked and sealed envelopes)
- **Section VIII:** Copy of the RFP and Any Signed Addendum (a) - *required in original Proposal only.*

5.3.15 Proposal Content

5.3.15.1 Cover Page

The first page of the Vendor's Proposal should be a cover page containing the following text:

STATE OF NEW HAMPSHIRE

**DEPARTMENT OF SAFETY
DIVISION OF MOTOR VEHICLES**

**RESPONSE TO DOS RFP 2013-049
DMV VISION PROJECT**

The cover page should also include the Vendor's name, contact person, contact telephone number, address, city, state, zip code, fax number, and email address.

5.3.15.2 Transmittal Form Letter

The Vendor must submit signed Transmittal Form Letter with their response using the Transmittal Form Letter Template provided herewith. Any electronic alteration to this Transmittal Form Letter is prohibited. Any such changes may result in a Proposal being rejected.

State of New Hampshire Proposal Transmittal Form Letter

Company Name _____

Address _____

TO: NH DOS Point of Contact: Robert Lussier
Telephone (603) 227-4050
Email: robert.lussier@dos.nh.gov

RE: Proposal Invitation Name: DMV VISION PROJECT
Proposal Number: DOS RFP 2013-049
Proposal Due Date and Time: June 18, 2013 at 2:30 PM

Dear Sir:

Company Name: _____ hereby offers to sell to the State of New Hampshire the Services indicated in DOS RFP 2013-049 - DMV VISION PROJECT at the price(s) quoted in Vendor Response Section VII: *Cost Proposal*, and APPENDIX C: *PRICING WORKSHEETS*, in complete accordance with all conditions of this RFP and all Specifications set forth in the RFP and in the State of New Hampshire Terms and Conditions outlined in RFP Section 4: *GENERAL CONTRACT REQUIREMENTS* and APPENDIX H: *STATE OF NEW HAMPSHIRE TERMS AND CONDITIONS P-37*.

Company Signor: _____ is authorized to legally obligate
Company Name: _____.

We attest to the fact that:

The company has reviewed and agreed to be bound by all RFP terms and conditions including but not limited to the *STATE OF NEW HAMPSHIRE TERMS AND CONDITIONS P-37* in APPENDIX H: and *GENERAL CONTRACT REQUIREMENTS* in Section 4, which shall form the basis of any Contract resulting from this RFP; No new terms and conditions have been added and no existing terms and conditions have been deleted in this RFP Proposal.

The Proposal is effective for a period of 180 days or until the Effective Date of any resulting Contract.

The prices quoted in the Proposal were established without collusion with other eligible Vendors and without effort to preclude the State of New Hampshire from obtaining the best possible competitive price; and

The Vendor has read and included a copy of DOS RFP 2013-049 and any subsequent signed Addendum (a).

Our official point of contact is _____
Title _____
Telephone _____, Email _____
Authorized Signature Printed _____
Authorized Signature _____

5.3.15.3 Table of Contents

The Vendor must provide a table of contents with corresponding page numbers relating to its Proposal. The table of contents must conform to the outline provided in Section 5.3.14: *Proposal Organization*, but should provide detail, e.g., numbering, level of detail.

5.3.15.4 Section I: Executive Summary

The executive summary, which must not exceed five (5) pages, must identify how the Vendor satisfies the minimum standards for consideration, which are described in Section 6.1: *Minimum Standards for Proposal Consideration*, to this Request for Proposal. The executive summary will also provide an overview of the Vendor's proposed Solution and Services. Vendors are encouraged to highlight those factors that they believe distinguish their Proposal.

5.3.15.5 Section II: Glossary of Terms and Abbreviations

The Vendor must provide a glossary of all terms, acronyms, and abbreviations used in its Proposal.

5.3.15.6 Section III: Responses to System Requirements and Deliverables

System requirements are provided in APPENDIX A: *DETAILED SYSTEM AND INTERFACE REQUIREMENTS*, APPENDIX E: *DETAILED BUSINESS SUBSYSTEM REQUIREMENTS (MANDATORY)* and APPENDIX F: *DETAILED BUSINESS SUBSYSTEM REQUIREMENTS (OPTIONAL)*.

Using the Vendor Response Checklists located in APPENDIX A-2: *General Requirements Checklist*, APPENDIX E: *DETAILED BUSINESS SUBSYSTEM REQUIREMENTS (MANDATORY)* and APPENDIX F: *DETAILED BUSINESS SUBSYSTEM REQUIREMENTS (OPTIONAL)*, the Vendor must document the ability to meet the Requirements and Deliverables of this RFP.

5.3.15.7 Section IV: Narrative Responses

Section IV should contain narrative responses describing the System Architecture and Operation, Service topics and Project Management topics defined for this RFP Project. APPENDIX D: *TOPICS FOR MANDATORY NARRATIVE RESPONSES* is organized into sections, which correspond to the different deliverables or aspects of the scoring process of the Proposal. Discussion of each topic must begin on a new page.

5.3.15.8 Section V: Corporate Qualifications

Section V should provide corporate qualifications of all firms proposed to participate in the Project. Specific information required is described in Section 5.4.1: *Required Information on Corporate Qualifications*.

5.3.15.9 Section VI: Qualifications of Key Vendor Staff

This Proposal section must be used to provide required information on key Vendor staff. Specific information required is described in Sections 5.4.2: *Team Organization*

and Designation of Key Vendor Staff; 5.4.4: Candidates for Project Manager; and 5.4.5: Candidates for Key Vendor Staff Roles.

5.3.15.10 Section VII: Cost Proposal

All pricing information must be delivered in marked and sealed envelopes. The Cost Proposal must include the following:

- Mandatory Implementation Services using the worksheet found in APPENDIX C: *PRICING WORKSHEETS*, Table C-1A: *Mandatory Activities/Deliverables/Milestones Pricing Worksheet*
- Optional Implementation Services using the worksheet found in APPENDIX C: *PRICING WORKSHEETS*, Table C-1B: *Optional Activities/Deliverables/Milestones Pricing Worksheet*
- Proposed Position - Initial Contract Term Vendor Rates Worksheet found in APPENDIX C: *PRICING WORKSHEETS*, Table C-2: *Proposed Position – Initial Contract Term Vendor Rates Worksheet*
- Proposed Vendor Staff and Resource Hours Worksheet found in APPENDIX C: *PRICING WORKSHEETS*, Table C-3: *Proposed Vendor Staff and Resource Hours Worksheet*
- Future Vendor Rates Worksheet found in APPENDIX C: *PRICING WORKSHEETS*, Table C-4: *Future Vendor Rates Worksheet*
- Mandatory Software License and Maintenance/Support Pricing Worksheet found in APPENDIX C: *PRICING WORKSHEETS*, Table C-5A: *Mandatory System/Module – Software Licensing and Annual Maintenance/Support Pricing Worksheet*
- Optional Software License and Maintenance/Support Pricing Worksheet found in APPENDIX C: *PRICING WORKSHEETS*, Table C-5B: *Optional System/Module – Software Licensing and Annual Maintenance/Support Pricing Worksheet*
- Mandatory Cost Summary Worksheet found in APPENDIX C: *PRICING WORKSHEETS*, Table C-6A: *Cost Summary Worksheet – Mandatory*
- Optional Cost Summary Worksheet found in APPENDIX C: *PRICING WORKSHEETS*, Table C-6B: *Cost Summary Worksheet - Optional*

5.3.15.11 Section VIII: Copy of the RFP and any signed Addendum (a) - required in original Proposal only

5.4 Standards for Describing Vendor Qualifications

Vendor qualifications are important factors in selecting DMV Application Software and accompanying Implementation and follow on support Services. To facilitate evaluation of Vendor qualifications, the State seeks information about:

1. Corporate qualifications of each Vendor proposed to participate in the Project,
2. Proposed team organization and designation of key staff,
3. Individual qualifications of candidates for the role of Project Manager, and
4. Individual qualifications of candidates for other key staff roles.

5.4.1 Required Information on Corporate Qualifications

Information is required on all Vendors who will participate in the Project. The Vendor submitting a Proposal for this Project must provide the following information:

5.4.1.1 Corporate Overview (2 page limit)

Identify the proposed role of the firm on the Project. Describe the major business areas of the firm. Provide a high-level description of the firm's organization and staff size. Discuss the firm's commitment to the public sector, experience with this type of project implementation and experience in New Hampshire.

5.4.1.2 Financial Strength

Provide at least one of the following:

1. The firm's two most recent audited financial statements; and the firm's most recent un-audited, quarterly financial statement; or
2. The firm's most recent income tax return. For example, either a copy of the IRS Form 1065, U.S. Return of Partnership Income or Schedule E (IRS Form 1040) Supplemental Income and Loss (for partnerships and S corporations) or IRS Form 1120, U.S. Corporation Income Return. These forms are typically submitted when a Vendor does not have audited financial statements.

Financial information will not be shared and is protected under FOIA.

5.4.1.3 Litigation

Identify and describe any litigation filed by clients during the last ten (10) years. Discuss merits, current status and, if available, outcome of each matter.

5.4.1.4 Prior Project Descriptions (3 limited to 3 pages each)

Provide descriptions of similar projects completed. Each project description should include:

1. An overview of the project covering type of client, objective, project scope, role of the firm and outcome;
2. Description of the similarities of the project to the needs of New Hampshire and the timeframe in which the project was started and completed;
3. Project measures including proposed cost, actual project cost, proposed project schedule and actual project schedule;
4. Names and contact information (name, title, address and current telephone number) for one or two references from the client; and
5. Names and project roles of individuals on the proposed team for the New Hampshire Project that participated in the project described.

5.4.1.5 Subcontractor Information

Vendors submitting a Proposal must identify any Subcontractor(s) to be used. Vendors must provide information on any Subcontractors proposed to work on this Project. Required information shall include but not be limited to:

1. Identification of the proposed Subcontractor and a description of the major business areas of the firm and their proposed role on the Project.
2. A high-level description of the Subcontractor’s organization and staff size.
3. Discussion of the Subcontractor’s experience with this type of Project;
4. Resumes of key personnel proposed to work on the Project; and
5. Two references from companies or organizations where they performed similar services (if requested by the State).

5.4.2 Team Organization and Designation of Key Vendor Staff

Provide resumes of key personnel proposed to work on the Project and an organizational chart depicting the Vendor Project Team. This chart should identify key staff required from the Vendor, any Subcontractors, and the State.

Define the responsibilities and length of assignment for each of the roles depicted in the organizational chart. Identify the positions that should be designated key staff. Ensure that designation of key Vendor staff includes subject matter experts in the following areas:

- Financial Processing
- Driver Licensing
- Hearings & Violations
- Inspection Station
- Dealer
- Inventory
- Network

A single team member may be identified to fulfill the experience requirement in multiple areas.

5.4.3 State Staff Resource Worksheet

Append a completed State Staff Resource Worksheet to coverage of organization. The State needs to know the time the vendor is expecting from State workers. The purpose of the worksheet below is to allow the vendor to communicate these expectations. Project phases and positions should be customized by vendor to represent the way they need State business and IT staff to fit into the Project Plan.

Table 5-1: Proposed State Staff Resource Hours Worksheet

State Role	Initiation	Configuration	Implement	Project Close Out	Total
Project Manager					
Position 1					
Position 2					
Position 3					
Position 4					
Position 5					
State Total					

5.4.4 Candidates for Project Manager

Although the State recognizes that staff availability is somewhat uncertain, qualifications of the Project Manager are particularly critical. Therefore, the State requires that the Project Manager be identified with certainty.

The State requires that the Project Manager be assigned full time, on site for the duration of the Project. For the Project Manager candidate, provide a resume not to exceed five (5) pages in length addressing the following:

- The candidate's educational background;
- An overview of the candidate's work history;
- The candidate's project experience, including project type, project role and duration of the assignment;
- Any significant certifications held by or honors awarded to the candidate; and
- At least three (3) references, with contact information, that can address the candidate's performance on past projects.

5.4.5 Candidates for Key Vendor Staff Roles

Provide a resume (actual not representative) not to exceed three (3) pages for each key Vendor staff position on the Project Team. Each resume should address the following:

- The individual's educational background;
- An overview of the individual's work history;
- The individual's project experience, including project type, project role and duration of the assignment;
- Any significant certifications held by or honors awarded to the candidate; and
- At least three (3) references, with contact information, that can address the individual's performance on past projects.

5.5 Required Certificates

As a condition of Contract award, the Vendor, must furnish a Corporate Certificate of Vote and, if required by law, must furnish a Certificate of Authority/Good Standing from the New Hampshire Secretary of State.

5.5.1 New Hampshire Certificate of Authority or Certificate of Good Standing

If your company is not registered as a business in New Hampshire, an application form may be obtained from the Secretary of State at the following address:

Secretary of State
State House Annex
25 Capitol Street
Concord, New Hampshire 03301
603-271-3244

If your company is registered as a business in New Hampshire, a Certification of Authority may be obtained from the Secretary of State at the address above. The Vendor must furnish a Certificate of Authority/Good Standing dated after April 1, 2013, from the Office of the Secretary of State of New Hampshire.

Note: Sovereign states or their agencies may be required to submit suitable substitute documentation concerning their existence and authority to enter into a Contract

5.5.2 Certificate of Vote

The Vendor must furnish a Certificate of Vote specifying authority to enter into a Contract with the State. This authorization notification must be consistent with the Vendor's corporate structure and must accompany the signed Contract.

An officer of the company, name and title, must certify that the person signing the Contract has been given the authority to do so. That authority must be in effect the day the Contract is signed. The certifying official must not be certifying him or herself, unless it is a sole proprietorship.

The document must certify that:

1. The signature of the specified officer of the company affixed to any Contract instrument or document shall bind the company to the terms and conditions of the Contract instrument or document.
2. The foregoing signature authority has not been revoked, annulled or amended in any manner whatsoever, and remains in full force and effect as of the date of the Contract.

5.5.3 Sample Certificate of Vote

CERTIFICATE
(Corporation Without Seal)

I, _____, do hereby represent and certify that:
(Name of Certifier)

(1) I am _____ of _____,
(Position of the Certifier) (Corporation/Company Name)

a(n) _____ Corporation (the Corporation).
(Describe Corporate Type)

(2) I maintain and have custody of and am familiar with the Seal and the minutes of the Corporation.

(3) I am duly authorized to issue certificates with respect to the contents of such books.

(4) The following statements are true and accurate based on the resolutions adopted by the Board of Directors of the Corporation at a meeting of the said Board of Directors held on _____,
(Date of Meeting)
which meeting was duly held in accordance with _____ law and the by-laws of the
(State)
Corporation.

(5) The signature of _____ of this Corporation
(name and position of the signor of the contract)
affixed to any Contract instrument or document shall bind the corporation to the terms and conditions
of the Contract instrument or document.

(6) The foregoing signature authority has not been revoked, annulled or amended in any manner
whatsoever, and remains in full force and effect as of the date hereof.

(7) This corporation has no seal.

IN WITNESS WHEREOF, I have hereunto set my hand as _____ of the Corporation.
(position of the Certifier)

Dated: _____
(Current Date)

(Certifier Signature and Title)

STATE OF _____

COUNTY OF _____

6. EVALUATION PROCEDURE

6.1 Minimum Standards for Proposal Consideration

Information is requested in Section 5.3.15: *Proposal Content*, to enable the State to contract for project implementation with an experienced Vendor. Coverage in Section 6.1: *Minimum Standards for Proposal Consideration* is limited to specific minimum requirements. A proposal that fails to satisfy the requirements in this section may be rejected without further consideration.

6.1.1 Proposal Submission

The Proposal must be submitted on time, as defined in this RFP in Section 1.2: *Schedule of Events* and include the properly completed Transmittal Form Letter contained in Section 5.3.15.2: *Transmittal Form Letter*.

6.1.2 Compliance with Requirements

Requirements and Deliverables are listed in *APPENDIX A: DETAILED SYSTEM AND INTERFACE REQUIREMENTS* in this RFP. The proposed Vendor's solution must be able to satisfy 85% of requirements listed without modification using only configuration options and parameters in the software, and satisfy 95% of requirements with software coding changes.

6.1.3 Use of Proposed Vendor Software

The core components of the proposed software must be functional and be ready for a live interactive demonstration as part of the proposal review process. Software actually delivered to meet the requirements of the proposal, may upon approval from the State, incorporate technological and functional upgrades.

6.1.4 Vendor Implementation Service Experience

The selected Vendor must have prior experience performing software implementation for other clients comparable in size and complexity to the State of New Hampshire within the last three (3) years. The specific Vendor proposed solution and functionality must be described.

6.1.5 Proposed Project Team

Vendor key personnel for this project are defined as one (1) Project Manager and one (1) Lead Business Analyst. These key personnel will comprise the selected Vendor's core team. No subsequent substitutions may be made to the key personnel designated in the Vendor's proposal made in response to this RFP without the prior approval of DOS.

The Vendor project manager will have overall project responsibility for all Vendor project management and development staff and their activities. The Vendor project manager will work closely with members of the DOS project management team.

It is highly recommended that each of the Vendor personnel resources proposed by the Vendor possess the qualifications and experience noted below. The project manager in particular should have had significant responsibility for managing projects similar in size, scope and complexity of functionality. Experience with the management, development and support of State or federal projects are preferred. The intention of the following table is to define the roles and responsibilities the State is expecting, rather than the discreet number of individuals.

Key Personnel	Qualifications
Project Manager	<ul style="list-style-type: none"> • Minimum seven (7) years of information technology experience, including three (3) years of project management experience on complex client server and/or web based applications managing the cost, schedule, and status analysis and risk reduction. • Responsibilities must have included systems analysis, development, maintenance, enhancement, and implementation. • The project manager should also have had significant responsibility for a project similar in size, functionality and scope. • Project Management Professional (PMP) Certification.
Lead Business Analyst	<ul style="list-style-type: none"> • Minimum of six (6) years' experience as a Business Analyst associated with a late generation DMV registration and inventory development projects. • Knowledge of the tool set used for the development and operation of the proposed solution.

6.2 Scoring

6.2.1 Scoring Proposals

The State will select a Vendor based upon the criteria and standards contained in this RFP. Each vendor will be evaluated using a 1,000 point maximum scoring method as described below.

Each Proposal will be evaluated and considered with regard to the Solution and Services proposed, qualifications of the Vendor and any Subcontractors, experience and qualifications of proposed candidates, and cost.

The State will issue an "Intent to Award" letter to a Vendor based on these evaluations. Should the State be unable to reach agreement with the Vendor during Contract discussions, the State may then undertake Contract discussions with the second preferred Vendor and so on. Such discussions may continue at the sole option of the State, until an agreement is reached, or all Proposals are rejected.

The State will use a scoring scale of 1,000 points, which shall be applied to the Solution as a whole. Points will be distributed among four (4) factors:

- 300 points - Proposed Software for mandatory functionality
- 50 points - Proposed Software for optional functionality;
- 250 points - Vendor's technical, service, and project management approach;
- 400 points - Software Solution Cost (Rates and Pricing);
- 1,000 points - Total Possible Score.

6.2.1.1 Scoring of the Proposed Software Solution

The Vendor's Proposed Software Solution will be allocated a maximum score of 300 points. These points will be distributed among the following sub-factors for the software Solution:

- Vendor's responses to software requirements
- Vendor's demonstration of software functionality
- Flexibility/maintainability of software

- Technical architecture

6.2.1.2 Proposed Software for Optional Functionality

The Vendor's Proposed Software Solution will be allocated a maximum score of 50 points for all optional functionality that is not a requirement of this Request for Proposal.

6.2.1.3 Scoring of Vendor's Technical, Service, and Project Management Approach

Vendor Project Approach will be allocated a maximum score of 250 points, which will be based on the following: Implementation, Data Conversion, Testing, Training, Overall Project Management and Staffing Approach.

6.2.1.4 Scoring the Software Solution Cost

Vendor proposed Software Solution cost will be allocated a maximum score of 400 points which will be based on the following. The State will consider both implementation and subsequent two (2) year maintenance costs, provided in Table C-1A: *Mandatory Activities/Deliverables/Milestones Pricing Worksheet* and Table C-5A: *Mandatory Systems/Modules – Software Licensing and Annual Maintenance/Support Pricing Worksheet*. Cost information required in a Proposal is intended to provide a sound basis for comparing costs.

Vendor's Cost Score= (Lowest Proposed Cost / Vendor's Proposed Cost) times (NUMBER OF maximum points for Solution costs defined in Section 6.2: *Scoring Proposals*.)

For the purpose of this formula, the lowest proposed cost is defined as the lowest cost proposed by a Vendor who fulfills the minimum qualifications.

6.2.2 Rights of the State in Evaluating Proposals

The State reserves the right to:

- Consider any source of information in evaluating Proposals;
- Omit any planned evaluation step if, in the State's view, the step is not needed;
- At its sole discretion, reject any and all Proposals at any time; and
- Open Contract discussions with the second highest scoring Vendor, if the State is unable to reach an agreement on Contract terms with the highest scoring Vendor.

6.2.3 Planned Evaluations

The State plans to use the following process to evaluate proposals:

1. Initial screening;
2. Assessment of the proposals based on:
 - Oral interviews and product demonstrations
 - Evaluation of written proposals and reference and background checks
3. Final evaluation of Proposals.

6.2.3.1 Initial Screening

The State will conduct an initial screening step to verify Vendor compliance with submission requirements and to confirm that the Proposal satisfies the conditions defined in Section 6.1: *Minimum Standards for Proposal Consideration*. A Proposal that fails to satisfy either submission requirements or minimum standards may be rejected without further consideration. Vendors that successfully pass the Initial Screening phase will be invited to attend oral interviews and product demonstrations.

6.2.3.2 Oral Interviews and Product Demonstrations

The purpose of oral interviews and product demonstrations is to clarify and expound upon information provided in the written Proposals. Vendors are prohibited from altering the basic substance of their Proposals during the oral interviews and product demonstrations. The Vendor must be able to demonstrate existing system functionality.

The oral interview and product demonstrations will be conducted over a two (2) day period and focus on the demonstration of the proposed software. Time will be allocated for each Vendor to demonstrate their software functionality and to allow State staff to enter predetermined simulated transactions to include the Opening (beginning of day) and Closeout (end of day) processes. Information gained from oral interviews and product demonstrations will be used to refine scores assigned from the initial review of the Proposals.

6.2.3.3 Evaluation of written proposals and reference and background checks

The State Proposal Evaluation Team will evaluate Proposals, and conduct reference and background checks after oral interviews and product demonstrations have been completed.

6.2.3.4 Final Evaluation

The State will conduct final evaluations as a culmination of the entire process of reviewing Vendor Proposals, oral interviews, product demonstrations and information gathering. After making a preliminary determination of award, the State reserves the right to conduct site visits to a Vendor location and/or government/customer site(s) that utilizes the Vendor's Software.

7. DEFINITIONS

The following general contracting terms and definitions apply except as specifically noted elsewhere in this document.

AAMVA	American Association of Motor Vehicle Administrators
AAMVAnet	American Association of Motor Vehicle Administrators Network
Acceptance	Notice from the State that a Deliverable has satisfied Acceptance Test or Review.
Acceptance Letter	An Acceptance Letter provides notice from the State that a Deliverable has satisfied Acceptance Tests or Review.
Acceptance Period	The timeframe during which the Acceptance Test is performed
Acceptance Test and Review	Tests performed to determine that no Defects exist in the application Software or the System
Acceptance Test Plan	The Acceptance Test Plan provided by the Vendor and agreed to by the State that describes at a minimum, the specific Acceptance process, criteria, and Schedule for Deliverables.
Access Control	Supports the management of permissions for logging onto a computer or network
ADLT	Automated Driver Licensing Test
Agreement	A contract duly executed and legally binding.
ALS	Administrative License Suspension
AMIE	AAMVA Message Interchange Envelope
AOC	Administrative Office of the Courts within the New Hampshire Judicial Branch
AP	Accounts Payable
AR	Accounts Receivable
Audit Trail Capture and Analysis	Supports the identification and monitoring of activities within an application or system
BAC	Blood Alcohol Content
Breach or Breach of Security	Unlawful and unauthorized acquisition of unencrypted computerized data that materially compromises the security, confidentiality or integrity of personal information maintained by a person or commercial entity
CA-IDMS	Computer Associates – Integrated Data Management System
CASS	Coding Accuracy Support System
CCP	Change Control Procedures
CDLIS	Commercial Driver License Information System - Version 5.3 (AAMVA)
Certification	The Vendor's written declaration with full supporting and written Documentation (including without limitation test results as applicable) that the Vendor has completed development of the Deliverable and certified its readiness for applicable Acceptance Testing or Review.

Change Control	Formal process for initiating changes to the proposed solution or process once implementation has begun.
Change Order	Formal documentation prepared for a proposed change in the Specifications.
CICS	Customer Information Control System
CM	Configuration Management
Completion Date	End date for the Contract
Confidential Information	Information required to be kept Confidential from unauthorized disclosure under the Contract
Configurable	The software can be configured to accommodate a process, meet a requirement without internal coding changes to the application.
Configuration	The proposed System contains the functionality but it must be configured for the State.
Contract	This Agreement between the State of New Hampshire and a Vendor, which creates binding obligations for each party to perform as specified in the Contract Documents.
Contract Conclusion	Refers to the conclusion of the Contract, for any reason, including but not limited to, the successful Contract completion, termination for convenience, or termination for default.
Contract Documents	Documents that comprise a Contract
Contract Managers	The persons identified by the State and the Vendor who shall be responsible for all contractual authorization and administration of the Contract. These responsibilities shall include but not be limited to processing Contract Documentation, obtaining executive approvals, tracking costs and payments, and representing the parties in all Contract administrative activities.
Contracted Vendor	The vendor whose proposal or quote was awarded the Contract with the State and who is responsible for the Services and Deliverables of the Contract.
Conversion Test	A test to ensure that a data conversion process correctly takes data from a legacy system and successfully converts it to form that can be used by the new system.
COTS	Commercial-Off-The-Shelf
CPI	Computer Projects of Illinois
CR	Change Request
CRMS	Crash Record Management System
Cure Period	The thirty (30) day period following written notification of a default within which a contracted vendor must cure the default identified.
Custom Code	Code developed by the Vendor specifically for this project for the State of New Hampshire
Custom Software	Software developed by the Vendor specifically for this project for the State of New Hampshire

CVISN	Commercial Vehicle Information Systems and Networks
Data	State's records, files, forms, Data and other documents or information, in either electronic or paper form, that will be used /converted by the Vendor during the Contract Term
DBA	Database Administrator
Deficiencies/Defects	<p>A failure, deficiency or defect in a Deliverable resulting in a Deliverable, the Software, or the System, not conforming to its Specifications.</p> <p>Class A Deficiency – Software - Critical, does not allow System to operate, no work around, demands immediate action, if encountered during UAT will preclude Acceptance; Written Documentation - missing significant portions of information or unintelligible to State; Non Software - Services were inadequate and require re-performance of the Service.</p> <p>Class B Deficiency – Software - important, does not stop operation and/or there is a work around and user can perform tasks; Written Documentation - portions of information are missing but not enough to make the document unintelligible; Non Software - Services were deficient, require reworking, but do not require re-performance of the Service.</p> <p>Class C Deficiency – Software - minimal, cosmetic in nature, minimal effect on System, low priority and/or user can use System; Written Documentation - minimal changes required and of minor editing nature; Non Software - Services require only minor reworking and do not require re-performance of the Service.</p>
Deliverable	A Deliverable is any Written, Software, or Non-Software Deliverable (letter, report, manual, book, other), provided by the Vendor to the State or under the terms of a Contract requirement.
Department	An agency of the State
Department of Information Technology (DoIT)	The Department of Information Technology established under RSA 21-R by the Legislature effective September 5, 2008.
Digital Signature	Guarantees the unaltered state of a file
Documentation	All information that describes the installation, operation, and use of the Software, either in printed or electronic format.
DOB	Date of Birth
DOC	Department of Corrections within the State of New Hampshire
DOS	Department of Safety within the State of New Hampshire
DOS/VSE	IBM Mainframe Disk Operating System/Virtual Storage Extended
DMV	State of New Hampshire, Department of Safety, Division of Motor Vehicles
Effective Date	Following Governor and Executive Council approval, the date on which the Contract takes effect
ELT	Electronic Lien Transfer
Encryption	Supports the encoding of data for security purposes

Enhancements	Updates, additions, modifications to, and new releases for the Software, and all changes to the Documentation as a result of Enhancements, including, but not limited to, Enhancements produced by Change Orders
Firm Fixed Price Contract	A Firm-Fixed-Price Contract provides a price that is not subject to increase, i.e., adjustment on the basis of the Vendor's cost experience in performing the Contract
FOIA	Freedom of Information Act
FTP	File Transfer Protocol
Fully Loaded	Rates are inclusive of all allowable expenses, including, but not limited to: meals, hotel/housing, airfare, car rentals, car mileage, and out of pocket expenses
GAAP	Generally Accepted Accounting Principles
GL	General Ledger
Governor and Executive Council	The New Hampshire Governor and Executive Council.
GUI	Graphical User Interface
HTTPS	Hypertext Transfer Protocol Secure
Identification and Authentication	Supports obtaining information about those parties attempting to log on to a system or application for security purposes and the validation of those users
IDMS	Integrated Data Management System
Implementation	The process for making the System fully operational for processing the Data.
Implementation Plan	Sets forth the transition from development of the System to full operation, and includes without limitation, training, business and technical procedures.
Information Technology (IT)	Refers to the tools and processes used for the gathering, storing, manipulating, transmitting, sharing, and sensing of information including, but not limited to, Data processing, computing, information systems, telecommunications, and various audio and video technologies.
Input Validation	Ensure the application is protected from buffer overflow, cross-site scripting, SQL injection, and canonicalization
Intrusion Detection	Supports the detection of illegal entrance into a computer system
Invoking Party	In a dispute, the party believing itself aggrieved
IRP	International Registration Plan
JDBC	Java Database Connectivity
JXDD	Justice XML Data Dictionary
Key Project Staff	Personnel identified by the State and by the contracted vendor as essential to work on the Project.
Licensee	The State of New Hampshire
MA	Municipal Agent

MAAP	Municipal Agent Automation Project
MIDS	Marquis ID Systems
Modification	The core System does not contain the functionality and it must be added to meet the requirements of the RFP
MOTS	Modifiable-Off-The-Shelf
NCIC	National Crime Information Center
NH	New Hampshire or State of New Hampshire
NHDMV	New Hampshire Division of Motor Vehicles
NH RSA	New Hampshire Revised Statutes Annotated - The codified law of the state subordinate to the New Hampshire State Constitution.
NCS	Network Control Software (AAMVA)
NMVTIS	National Motor Vehicle Title Information System (AAMVA)
Non Exclusive Contract	A contract executed by the State that does not restrict the State from seeking alternative sources for the Deliverables or Services provided under the Contract.
Non-Software Deliverables	Deliverables that are not Software Deliverables or Written Deliverables, e.g., meetings, help support, services, other
Normal Business Hours	Normal Business Hours – 8:00 AM to 5:00 PM (ET), Monday through Friday excluding State of New Hampshire holidays. State holidays are: New Year’s Day, Martin Luther King Day, President’s Day, Memorial Day, July 4th, Labor Day, Veterans Day, Thanksgiving Day, the day after Thanksgiving Day, and Christmas Day. Specific dates will be provided
Notice to Proceed (NTP)	The State Contract Manager’s written direction to the Vendor to begin work on the Contract on a given date and time
ODLR	Online Driver License Renewal
Operating System	System is fully functional, all Data has been loaded into the System, is available for use by the State in its daily operations.
Operational	The System is operating and fully functional, all Data has been loaded; the System is available for use by the State in its daily operations, and the State has issued an Acceptance Letter.
Order of Precedence	The order in which Contract/Documents control in the event of a conflict or ambiguity. A term or condition in a document controls over a conflicting or ambiguous term or condition in a document that is lower in the Order of Precedence
OWASP	Open Web Application Security Project
PA-DSS	Payment Application Data Security Standard is the global security standard created by the Payment Card Industry Security Standards Council (PCI SSC).
PCI-DSS	Payment Card Industry-Data Security Standard is a proprietary information security standard created by the Payment Card Industry Security Standards Council (PCI SSC).
PDPS	Problem Driver Pointer System (AAMVA)

POS	Point of Sale
Project	The planned undertaking regarding the entire subject matter of an RFP and Contract and the activities of the parties related hereto.
Project Management Plan	A document that describes the processes and methodology to be employed by the Vendor to ensure a successful project.
Project Managers	The persons identified who shall function as the State's and the Vendor's representative with regard to Review and Acceptance of Contract Deliverables, invoice sign off, and review and approval of Change Requests (CR) utilizing the Change Control Procedures (CCP).
Project Schedule	The overall schedule of activities for the Project created in accordance with the Contract. The plan and delineation of tasks, activities and events to be performed and Deliverables to be produced under the Project as specified in Section 3.1.3: <i>Project Schedule</i> . The Project Schedule shall include a detailed description of the Schedule, tasks/activities, Deliverables, critical events, task dependencies, and the resources that would lead and/or participate on each task.
Project Staff	State personnel assigned to work with the Vendor on the project
Project Team	The group of State employees and contracted Vendor's personnel responsible for managing the processes and mechanisms required such that the Services are procured in accordance with the Project Schedule on time, on budget and to the required specifications and quality
Proposal	The Vendor's response submitted to the State's request for a proposal or statement of work.
Regression Test Plan	A plan integrated into the Project Schedule used to ascertain whether fixes to defects have caused errors elsewhere in the application/process.
Review	The process of reviewing Deliverables for Acceptance
Review Period	The period set for review of a Deliverable. If none is specified then the review period is five (5) business days.
RFP (Request for Proposal)	A Request For Proposal solicits Proposals to satisfy State functional requirements by supplying data processing product and/or Service resources according to specific terms and conditions
Role/Privilege Management	Supports the granting of abilities to users or groups of users of a computer, application or network
SAVE	Systematic Alien Verification for Entitlements (AAMVA)
Schedule	The dates described in the Project Schedule for deadlines for performance of Services and other Project events and activities under the Contract
Scheduler	Road Test Scheduling Software
Service Level Agreement (SLA)	A signed agreement between the Vendor and the State specifying the level of Service that is expected of, and provided by, the Vendor during the term of the Contract.
Sequential Implementation	Implementation of software modules one after the other until completion.
Services	The work or labor to be performed by the Vendor on the Project as described in the Contract.

Software	All custom Software, COTS, and MOTS Software provided by the Vendor under the Contract
Software Deliverables	COTS and MOTS Software and Enhancements
Software License	Licenses provided to the State under this Contract
Solution	The Solution consists of the total Solution, which includes, without limitation, Software and Services, addressing the requirements and terms of the Specifications. The off-the-shelf Software and configured Software customized for the State provided by the Vendor in response to this RFP.
SP	New Hampshire State Police
Specifications	The written Specifications that set forth the requirements which include, without limitation, this RFP, the Proposal, the Contract, any performance standards, Documentation, applicable State and federal policies, laws and regulations, State technical standards, subsequent State-approved Deliverables, and other Specifications and requirements described in the Contract Documents. The Specifications are, by this reference, made a part of the Contract as though completely set forth herein.
SPOTS	State Police Online Telecommunication System
SSL	Secure Socket Layer
SSN	Social Security Number
SSOLV	Social Security Online Verification System (AAMVA)
State	State is defined as: State of New Hampshire Department of Safety 33 Hazen Drive Concord, NH 03301 Reference to the term "State" shall include applicable agencies
State Data	Any information contained within State systems in electronic or paper format.
State Fiscal Year (SFY)	The New Hampshire State Fiscal Year extends from July 1st through June 30th of the following calendar year.
Statement of Work (SOW)	A Statement of Work clearly defines the basic requirements and objectives of a Project. The Statement of Work also defines a high level view of the architecture, performance and design requirements, the roles and responsibilities of the State and the Vendor. The SOW defines the results that the Vendor remains responsible and accountable for achieving.
State Project Leader	State's representative with regard to Project oversight.
State Project Manager (PM)	State's representative with regard to Project management and technical matters. Agency Project Managers are responsible for review and Acceptance of specific Contract Deliverables, invoice sign off, and Review and approval of a Change Proposal (CP).
State's Confidential Records	State's information regardless of its form that is not subject to public disclosure under applicable state and federal laws and regulations, including but not limited to RSA Chapter 91-A

SQL DB	Structured Query Language Database
Subcontractor	A person, partnership, or company not in the employment of, or owned by, the Vendor, which is performing Services under this Contract under a separate Contract with or on behalf of the Vendor
System	All Software, specified hardware, and interfaces and extensions, integrated and functioning together in accordance with the Specifications.
TBD	To Be Determined
TCPIP	Transmission Control Protocol/Internet Protocol
Technical Authorization	Direction to a Vendor, which fills in details, clarifies, interprets, or specifies technical requirements. It must be: (1) consistent with Statement of Work within statement of Services; (2) not constitute a new assignment; and (3) not change the terms, documents of specifications of the SOW.
Term	Period of the Contract from the Effective Date through the conclusion of all work and warranty periods.
Test Plan	A plan, integrated in the Project Schedule, to verify the code (new or changed) works to fulfill the requirements of the Project. It may consist of a timeline, a series of tests and test data, test scripts and reports for the test results as well as a tracking mechanism.
Transition Services	Services and support provided when the contracted vendor is supporting system changes.
UAT	User Acceptance Test
UNI	Unified Network Interface (AAMVA)
Unified Implementation	Implementation of all software modules together at one time.
Unit Test	Vendor creates their own test data and test scenarios to verify the software they have configured or modified functions properly as defined.
User Acceptance Testing	Tests done by knowledgeable business users who are familiar with the scope of the Project. They create/develop test cases to confirm the System was configured according to specific user requirements. The test cases and scripts/scenarios should be mapped to business requirements outlined in the user requirements documents.
User Management	Supports the administration of computer, application and network accounts within an organization
Vendor/Contractor	The contracted individual, firm, or company that will perform the duties and Specifications of the contract.
Verification	Supports the confirmation of authority to enter a computer system, application or network
VISION Project	<u>V</u> ehicle <u>I</u> nformation <u>S</u> ystem <u>I</u> n an <u>O</u> n-line <u>N</u> etwork
Walk Through	A step-by-step review of a specification, usability features before it is handed off to the technical team for implementation
Warranty Period	A period of coverage during which the contracted vendor is responsible for providing a guarantee for products and services delivered as defined in the contract.
Warranty Releases	Software releases that are done during the Warranty Period.

Warranty Services	The Services to be provided by the Vendor during the Warranty Period.
Work For Hire	Work created or prepared by contracted personnel within the scope of their employment, or a work specially ordered or commissioned for use as a contribution to a collective work. Such work is considered the sole property of the State
Work Hours	Vendor personnel shall work normal business hours between 8:00 AM and 5:00 PM, eight (8) hour days, forty (40) hour weeks, excluding State of New Hampshire holidays. Changes to this schedule may be made upon agreement with the State Project Manager. However, the State requires an unpaid lunch break of at least thirty (30) minutes be taken after five (5) consecutive hours of work.
Written Deliverables	Non-Software written deliverable Documentation (letter, report, manual, book, other) provided by the Vendor either in paper or electronic format.
XML	Extensible Markup Language

APPENDIX A: DETAILED SYSTEM AND INTERFACE REQUIREMENTS

A-1 System Requirements

The VISION Project, described in this Appendix, is an effort to migrate the IDMS subsystems (Financial Processing, Driver Licensing, Hearings & Violations, Inspection Station, Dealer, Inventory and Network) into a newer technology in a sequential approach based on funding provided by the Legislature.

The VISION project is funded and may result in a contract based on the responses to this RFP. The success and acceptance of this project will be based on the Vendor meeting NH DMV requirements as well as the details identified and documented in the design phase of this project.

The checklist in this section has been structured to ease preparation of the Proposal. All requirements listed in this appendix are mandatory unless explicitly indicated as optional.

A-2 General Requirements Checklist

Vendors shall complete a checklist based on the format detailed in Table A-2. A response is indicated by checking one of the four columns marked as Y, C, M or N. Checking one of these columns indicates:

Y = YesThe proposed System can fulfill the requirement “out of the box” without modification.

C = ConfigurableThe proposed System contains the functionality but it must be configured for the State.

M = ModifiableThe core System does not contain the functionality and it must be modified to meet the requirements of the RFP.

N = Not IncludedThe proposed system does not provide for the requested functionality.

All Requirements are Mandatory and the Vendor must indicate a response for each requirement listed in the table. If modifications are needed to meet the requirements, those modifications must be included in the cost, otherwise check “Not Included” if the requirement cannot be met.

The Vendor Comments column is to be used to describe how the Vendor’s solution meets the requirement or to describe the effort/timeframe necessary for the solution to be configured or modified to meet the requirement.

Table A-2 General Mandatory Requirements and Deliverables - Vendor Response Checklist

Section	No.	Description	Y	C	M	N	Vendor Comments
Administration	A-2-1	System administration must limit the number of people with security access that can grant or change authorizations. Authorize users and client applications to prevent access to inappropriate or confidential data or services.					

Section	No.	Description	Y	C	M	N	Vendor Comments
Architecture	A-2-2	Technology transition shall be a major vendor responsibility throughout the contract and during all phases of implementation and development. In preparing State Staff to assume support of the product the vendor shall include State personnel in all team meetings and shall ensure State personnel are given functional/configuration walkthroughs on the system especially NH unique system configurations.					
	A-2-3	Vendor must propose a survivable architecture to automatically transfer operations to failover equipment in the event of production systems failure. A description of the approach for high availability in this application environment must be provided.					
Certification	A-2-4	Provide a Certificate of Compliance that the application meets the Payment Application Data Security Standards (PA-DSS) or the Payment Card Industry-Data Security Standard (PCI-DSS) as established by the PCI Security Standards Council. This certification is the responsibility of the vendor and shall be done at no additional cost to the State and must be provided by an authorized and agreed upon third party.					
Changes	A-2-5	The Vendor must include all identified legislative changes during the requirements definition phase of this contract as part of the original system requirements.					
Conversion	A-2-6	Import existing legacy data from IDMS system and test sufficiently to ensure timing and results of data into new data repository. Verify that the data meets all current business rules and requirements.					
	A-2-7	Data migration from old system to new system: extract/import, not to exceed 48 hours.					
	A-2-8	The conversion validation testing must replicate the entire flow of the converted data through the new system software solution. Conversion consists of two (2) separate testing phases. First the legacy data must be migrated to the new database and then validated that the data has been committed to the correct fields in the new database. In addition, all reports prior to the conversion on the legacy database should match similar reports run against the data after migration to ensure all information has been converted correctly.					
	A-2-9	Vendor must test creation of extract file and verify that the data was extracted correctly.					

Section	No.	Description	Y	C	M	N	Vendor Comments
	A-2-10	Migration plan must address all the issues associated with data migration including but not limited to data field mapping between systems, data cleanup on legacy system, data migration timelines to ensure availability for appropriate testing schedules.					
Data	A-2-11	Data exchange between the external interface and VISION system must be encrypted via a secured transmission.					
	A-2-12	Vendor must test and demonstrate data sharing among common data components of their system.					
	A-2-13	Procedures to archive and purge data must be updated based on the processing requirements of the new environment. The vendor, in collaboration with DOS and DoIT, will be responsible for documenting and implementing those revised procedures prior to the implementation date of the new infrastructure; however the new software infrastructure must be configurable to the extent that this requirement can be met.					
Design	A-2-14	All documentation must include full, as built, system documentation, user administration documentation, and documentation of any unique NH DMV specific configuration. All documentation must be in Microsoft Word format.					
Disaster Recovery Plan	A-2-15	Vendor must provide a Disaster Recovery plan and a Business Continuity plan. This plan must detail how services will be continued if major problems are encountered anywhere in the technology infrastructure or in the event of a disaster at any point in time during the project or post-implementation. The Disaster Recovery procedures must be provided in a check list format. 99.999% (hours of use) uptime is paramount in this environment.					
	A-2-16	The State team along with the Vendor team must test the Disaster Recovery plan as directed by the State.					
Documentation	A-2-17	Vendor must provide end user documentation and shortcut sheets if applicable. Documentation must be in Microsoft Word format.					
	A-2-18	Vendor must provide a document providing procedures for maintenance including system and data backup, log maintenance and any other procedures identified must be provided.					
	A-2-19	All user, technical and System Documentation as well as Project Schedules, plans, status reports, and correspondence must be maintained. The response shall describe the formats that will be used to produce the Project Documentation.					

Section	No.	Description	Y	C	M	N	Vendor Comments
Edits	A-2-20	Apply appropriate edits and crosschecks of data to maintain data integrity.					
Encryption	A-2-21	Use Secure Sockets Layer (SSL) or equivalent for all sensitive pages traveling on the Intranet/Internet.					
Environment	A-2-22	System must have a properly tuned production environment along with a development environment, System Integrated testing environment, end-user training environment, certification environment and User Acceptance Testing environment.					
	A-2-23	The Vendor is responsible for the installation and configuration of all system and application software required for the development, CERT, UAT, SIT testing and production environments. The Vendor shall work collaboratively with the Department of Information Technology (DoIT) staff to implement, install and configure the required software in accordance with DoIT standard methods. Any variations from the DoIT standards that are required for successful system implementation will be explained and documented by the vendor.					
GUI	A-2-24	The Vendor will provide screens that are user friendly and easily maneuverable for capturing information.					
	A-2-25	The application shall not display cryptic or error and exception handling when not executing as designed in the production environment. The system shall display user friendly, common terminology as agreed to between the Vendor and State during System Design and UAT testing. All errors shall be recorded to error logs for further use.					
	A-2-26	Any modifications, outside of the current State safety standards, to Internet Explorer or printer settings must be provided to the State and should not affect the use of any other Department of Safety standard applications.					
Interface	A-2-27	The vendor must provide specification documentation for all interfaces incorporated into the new system. The interface documentation must provide instructions for connectivity and communication with the new system.					

Section	No.	Description	Y	C	M	N	Vendor Comments
Performance	A-2-28	The vendor provided design solution shall adhere to the following - Intercommunication between all VISION subsystems; Scalability: The new VISION system needs to be scalable to meet the future growth strategy at NHDOS as well as unforeseen spikes in demand. Current scalability requirements include: VISION: 300 Concurrent Users / 700 Active User Accounts. This is for each of the subsystems targeted for replacement by VISION. Average response time must be three seconds or less.					
	A-2-29	The technology solution must meet the current service level. The solution must provide an average response time of three seconds or less for each service tested during Tuning and Stress testing. Those which fail to meet this requirement shall require approval by the State or shall be required to be re-worked until the objective is met.					
Plan	A-2-30	Vendor must create a detailed implementation plan for application rollout to ensure a minimum amount of operational interruption.					
	A-2-31	The Implementation plan must be reviewed and approved by the State Technical Team					
	A-2-32	Vendor must provide a systems backup plan that minimizes downtime.					
Project Management	A-2-33	The Vendor will provide detailed biweekly status reports on the progress of the Project, which will include but not limited to expenses, implementation effort and progress to date.					
Reports	A-2-34	The application must provide methods to enforce constraints and limitation for customized queries and reports to prevent the degradation of the performance of the production system.					
	A-2-35	The application must provide both predefined and custom ad-hoc reports. These reports must be capable of being processed and validated with NH DMV data both on a scheduled basis or as requested on demand.					
	A-2-36	Vendor must execute and verify accuracy of all reports at various intervals throughout testing.					
Rollback	A-2-37	Provide a rollback process to the legacy system if serious problems arise during implementation					

Section	No.	Description	Y	C	M	N	Vendor Comments
Security	A-2-38	Provide screens that allow the users, with appropriate levels of security, to perform corrective actions on data being captured that may have been reported in error, while maintaining appropriate audit trail of who made the change, when it was made, and comments/remarks as to why a change was necessary. System should be configurable to send all logs to a centralized log server for security purposes.					
	A-2-39	Single sign-on (SSO) must be used for system solution per authorization tables.					
	A-2-40	Password must not be readable on the user screen.					
	A-2-41	Users must change their password a minimum of once every 90 days and edit rules to comply with State strong password standards.					
	A-2-42	The password lifecycle must be a configurable parameter.					
	A-2-43	The number of logon attempts before lockout must be a configurable parameter.					
	A-2-44	System must prevent a user from accessing the system when the user has not logged on for a period of time. The timeout period must be a configurable parameter.					
	A-2-45	System must include an automatic log off feature to log the user off the system after a specified timeout period of inactivity. The automatic log off feature must be a configurable parameter that represents an amount of time.					
	A-2-46	System must provide security access utilizing unique user roles or needs based on these roles as authorized and identified by the State.					
	A-2-47	Application code must prevent single user simultaneous logins based on user profiles. Simultaneous logins must be a configurable level of security for authorized individuals.					
	A-2-48	System must enforce complex passwords of ten characters or more in accordance with DoIT's statewide User Account and Password Policy. System must track use and report on stale accounts per the State Policy. (This policy will be made available to the vendor once the contract has been awarded.)					
	A-2-49	A database audit log must record all modifications and inquiries to data.					
	A-2-50	Enforce unique user names.					
A-2-51	Encrypt passwords in transmission and at rest within the database.						

Section	No.	Description	Y	C	M	N	Vendor Comments
	A-2-52	The application shall not store authentication credentials or sensitive data in its code. At a minimum, the application shall be tested as outlined in the Open Web Application Security Project (OWASP) Top Ten (http://www.owasp.org/index.php/OWASP_Top_Ten_Project) with the results provided to the State upon completion.					
	A-2-53	The application must allow a user to explicitly terminate a session. No remnants of the prior session should then remain on the user workstation. The application shall log all activities.					
	A-2-54	Subsequent application enhancements, upgrades and any customization shall not remove or degrade security requirements.					
	A-2-55	Ensure application has been tested and hardened to prevent critical application security flaws.					
System Administration	A-2-56	System administrator documentation must be provided and include any command line utilities, installation guide, configuration guide, disaster recovery plan, configuration and restoration procedures for all components.					

A-3 Deliverables and Milestones

Table A-3 indicates the major deliverables and milestones for the Project. The milestones may be modified to some extent to reflect the Vendor’s project deployment strategy. These stages represent receipt and acceptance points for major deliverables and will be tied to the payment schedule.

Just as Table A-3 may be customized with respect to milestones, it may also be customized to reflect the way the Vendor will sequence deployment of the subsystems. Vendors may submit a single Table A-3, a separate Table A-3 for each module or a Table A-3 for each group of modules/subsystems the vendor wishes the state to treat as a unit. The State will expect invoices to tie to the milestones in these Tables. The invoices submitted for the milestones should correlate with the percent of the project completed.

Table A-3 Project Activity and Deliverable/Milestone Table

Name of Mandatory Module, Subsystem or Group of Modules/Subsystems		
Activity and Deliverable/Milestone	Delivery Type	Comment
Project Management Plan	Written	
Initiation Phase (Conduct Kickoff)	Non-Software	
Unmodified Software Package Delivery	Software	
Communications & Change Management Plan	Written	
Interface Plan and Design/Capability	Written	
Software Change Control Process Document	Written	
Data Conversion Plan and Design	Written	
Knowledge Transfer Plan	Written	
Risk and Issue Management Plan	Written	
Deployment Plan (High Level)	Written	
Comprehensive Training Plan, Materials, and Curriculum	Written	
End User Support Plan	Written	
Documentation of Operational Procedures	Written	
Software Object and Source Code	Software	
Software Configured to Satisfy State Requirements	Software	
Functioning In and Out-bound Interfaces	Software	
Licensed Software Upgrades	Software	
Modified Source Code	Software	
Conduct Volume / Stress Testing & Tuning	Written	
Certificate of Compliance for Payment Application - Data Security Standards (PA-DSS) or Payment Card Industry-Data Security Standard (PCI-DSS)	Written	
Open Web Application Security Project (OWASP) Test Results	Written	

Support User Acceptance Testing	Written	
Conduct Training	Non-Software	
System Acceptance and Delivery of Source Code	Software	
Completion of Warranty	Non-Software	
Project Close Out	Written	

A-4 Detailed Interface Requirements

This section identifies the interfaces to the existing IDMS legacy system. Table A-4.1 contains a listing of mandatory system interfaces within the current environment that must be supported by the new solution. Table A-4.2 contains a listing of mandatory future system interfaces which are not part of the existing environment but which must be supported by the proposed solution. Table A-4.3 contains a listing of system interfaces to support optional functionality.

Table A-4.1 Mandatory System Interfaces

Entity	System	Function	Type of Interface	Frequency	Format	Inbound / Outbound
AAMVA	Commercial Driver License Information System (CDLIS)	Application to check and verify commercial driver information through AAMVAnet.	Electronic messaging using AAMVA supplied Unified Network Interface (UNI) software (currently DOS VSE version)	Daily (real time)	Fixed format (AAMVAnet AMIE format)	Inbound / Outbound
AAMVA	Problem Driver Pointer System (PDPS)	Application to check and verify driver information on the National Driver Registry	Electronic messaging using AAMVA supplied Unified Network Interface (UNI) software (currently DOS VSE version)	Daily (real time)	Fixed format (AAMVAnet AMIE format)	Inbound / Outbound
AAMVA	Social Security Online Verification (SSOLV)	Application to verify validity of social security numbers for driver licensing	Electronic messaging using AAMVA supplied Unified Network Interface (UNI) software (currently DOS VSE version)	Daily (real time)	Fixed format (AAMVAnet AMIE format)	Inbound / Outbound
AAMVA	Systematic Alien Verification for Entitlements (SAVE)	Application to verify the citizenship status of driver license applicants	Electronic messaging using AAMVA supplied Unified Network Interface (UNI) software (currently DOS VSE version)	Daily (real time)	Fixed format (AAMVAnet AMIE format)	Inbound / Outbound
Department of Corrections (DOC)	Driver Licensing Subsystem	DOC file of parolees used to update the Drivers records with pertinent information.	Data file sent using FTP from DOC to DOS; data file is used to update the supervision code on the system of record NAME file. Supervision code gets passed to State Police Online Telecommunication System (SPOTS), along with driver history data	Monthly	Fixed block record	Inbound

Entity	System	Function	Type of Interface	Frequency	Format	Inbound / Outbound
Department of Safety (DOS)	Marquis ID Systems (MIDS)	Third party vendor solution for processing and printing driver licenses.	Screen scraping and FTP file exchange (Mainframe to Windows Server)	Printing temporary licenses done real time. Printing permanent licenses done in batch	Fixed block record	Outbound
Department of Safety (DOS)	NCIC	Mainframe data management system containing custom built driver license check. Also used to process DOS requests for outstanding NCIC review of outstanding warrants. Driver License checks for non-US citizens. A file containing new driver license requests from non-US citizens. DOS requests for NCIC review of outstanding warrants.	File exchange from driver licensing subsystem to NCIC using FTP	Daily batch	Fixed block record	Inbound/ Outbound
Department of Safety (DOS)	On-Line Driver License	On-Line Driver License System Extract of eligible driver license renewal information from IDMS driver license subsystem sent to On-Line Driver License Web application.	FTP of data file to file server for pickup by Web Support Division	Monthly	Semicolon delimited fixed length record	Outbound
Department of Safety (DOS)	On-Line Driver License	On-Line Driver License System Extract of renewed driver licenses sent to IDMS from Driver License Web application.	File processed to update IDMS Driver License renewal information	Daily	Semicolon delimited fixed length record	Inbound
Department of Safety (DOS)	MorphoTrust Scheduler	Road Test Scheduler Application	SQL DB to IDMS TCPIP Listener	Real time	Fixed block record	Inbound / Outbound
Department of Safety (DOS)	MorphoTrust ADLT	Driver License Testing Application. Demographics and testing of driver license applicants.	IDMS TCPIP Listener	Real time	Fixed block record	Inbound/ Outbound
Department of Safety (DOS)	CASS Interface	Verify address provided is a valid USPS address for the Coding Accuracy Support System (CASS).	TCPIP from Mainframe to Windows to Oracle System and back again.	All requests are online at 4500 requests per day.	Fixed block record	Inbound/ Outbound

Entity	System	Function	Type of Interface	Frequency	Format	Inbound / Outbound
Department of Safety (DOS)	Bulk Data File Transfer - IDMS	Periodic file transfer of driver history, driver license, accidents and violations sent to registered subscriber companies.	FTP file transfer	Varied frequency (daily, monthly, quarterly, yearly)	Fixed block record	Inbound/ Outbound
Department of Safety (DOS)	Bulk data online access	Online access to driver history information.	Online access using a CICS transaction	Real time	Fixed block record	Inbound/ Outbound
Department of Safety (DOS)	DOT Accident Data	Transfer of accident data to the Department of Transportation.	One way file transfer from DOS to DOT using FTP	Batch on request	Fixed block record	Outbound
Department of Safety (DOS)	e-Ticket	Creation, printing, and transfer of electronic tickets from e-Ticket server to IDMS	Import batch process fixed length record to IDMS	Nightly	Fixed block record	Inbound
Department of Safety (DOS)	e-Ticket	Export file of electronic ticket exceptions from IDMS to e-Ticket server.	Export batch process fixed length record to IDMS	Nightly	Fixed block record	Outbound
Department of Safety (DOS)	e-Ticket	Export Plea By Mail Not Guilty electronic ticket info from IDMS to e-Ticket server.	Export batch process fixed length record to IDMS	Nightly	Fixed block record	Outbound
Department of Safety (DOS)	Crash Records Management System (CRMS)	Creation and transfer of electronic crash reports from State Police to DMV.	Import batch process fixed length record to IDMS	Nightly	Fixed block record	Inbound
Department of Safety (DOS)	Online Ticket Pay (OTP)	Online Ticket Payment is a web based public facing application that allows the public to pay traffic tickets online.	FTP of paid ticket data to file server for pickup by IDMS system for processing	Daily	Semicolon delimited fixed length record	Inbound
Department of Safety (DOS)	Online Ticket Pay (OTP)	Daily (business day) file transfer of Plea by Mail not guilty citation file sent to J-ONE/CPI message switch and on to AOC.	File Ftp'd directly to J-ONE/CPI message switch.	Daily (Mon-Fri)	Semicolon delimited fixed length record	Outbound
Department of Safety (DOS)	Municipal Agent Automation Project (MAAP)	Takes the information for financial or applicant data changes from MAAP to IDMS processing and providing a return code.	MAAP to IDMS uses JDBC interface to invoke IDMS table procedures.	Daily - near and real time IDMS to MAAP (Batch)	Table Procedure approach makes use of a fixed block record	Outbound

Entity	System	Function	Type of Interface	Frequency	Format	Inbound / Outbound
Department of Safety (DOS)	Municipal Agent Automation Project (MAAP)	Takes the information for financial or applicant data changes from IDMS to MAAP processing and providing a return code.	IDMS to MAAP uses TCP/IP listener running on MAAP side	Daily - near and real time IDMS to MAAP (Batch)	Listener approach uses fixed length record to exchange information.	Inbound

Table A-4.2 Mandatory Future System Interfaces

Entity	System	Function	Type of Interface	Frequency	Format	Inbound / Outbound
Department of Safety (DOS)	NH First Third Party Vendor Lawson software (version 9.0.1.9.153)	Extract files from IDMS to NH First for GL, AR, AP and Cashbook (cash receipts);	Files are loaded to inbound folder on nhftp.nh.gov for processing by NH First	Daily	Fixed block record	Outbound
Department of Safety (DOS)	Credit Card Transaction Processing System	Processes all credit card information from the State to Bank of America Merchant Services	TCP/IP socket Call from JAVA or .NET application to RITA/PWT (Payware Transact)	Real time	Fixed length format	Inbound/ Outbound
Admin Office of the Courts (AOC)	J-ONE – Complaints and Dispositions	File Transfer from the AOC containing disposition of “must appear” citations and not guilty pleas	Disposition file input to driver license subsystem via J-ONE switch through e-Ticket server on to IDMS.	Daily (Mon-Fri)	Fixed block record	Inbound

Table A-4.3 System Interfaces to Support Optional Functionality

Entity	System	Function	Type of Interface	Frequency	Format	Inbound / Outbound
AAMVA	National Motor Vehicle Title Information System (NMVTIS)	Application to check /verify vehicle title information	Electronic messaging using AAMVA supplied Unified Network Interface (UNI) software (UNIX moving to Windows version)	Daily (real time)	Fixed format (AAMVAnet AMIE format)	Inbound / Outbound
Town (Vendor-software) Access (XML)	MAAP Town(Vendor) Access Module	Town (Vendor) access portion of MAAP. This is the interface between the MAAP application and the Municipal Agent (MA) front end.	Web Based & XML over HTTPS	Daily - near and real time	Based on NH DOS published XML Schema	Inbound/ Outbound

Entity	System	Function	Type of Interface	Frequency	Format	Inbound / Outbound
Department of Safety (DOS)	MAAP-Credit Card Transaction Processing System	Processes all MAAP credit card information from the State to Bank of America Merchant Services	TCP/IP Call from JAVA or .NET application to RITA/PWT (Payware Transact)	Real time	Fixed length format	Inbound/ Outbound
Department of Safety (DOS)	MAAP-Boat Registration	Public facing Web Application for online boat registration renewal information through the MAAP application	One way file transfer to IDMS and Web Services Division of DoIT	Daily batch	Fixed block record	Outbound
Department of Safety (DOS)	Bulk Data File Transfer - MAAP	Periodic file transfer of vehicle registration, title and parking ticket information sent to registered subscriber companies.	FTP one way file transfer	Varied Frequency (Daily, Monthly, Quarterly, Yearly)	Fixed block record	Outbound
Department of Safety (DOS)	MAAP-NCIC Extract	Periodic file transfer of vehicle title information about non-US Citizens for NCIC review.	Data file sent via FTP from MAAP system to NCIC	Daily batch	Fixed block record	Outbound
Department of Safety (DOS)	State Police Online Telecommunication System (SPOTS) (CPI third party Vendor)	Online DMV License & Violations Query between states and all law enforcement agencies (including NCIC), Between states and all law enforcement (including NCIC) agencies.	Online IDMS application using COBOL	Real time (7x24)	Fixed block record	Inbound / Outbound
Department of Safety (DOS)	SPOTS (CPI third party Vendor)	Online queries between states and all law enforcement agencies. DMV Vehicle Registration, Boats, Titles. License plate query from MAAP.	XML over HTTPS	Real time (7x24)	Based on NH DOS published XML Schema and JXDD data dictionary	Inbound/ Outbound
DOT	E-ZPass	File Exchange between E-ZPass and DOS containing a listing of all NH EZ-Pass violators flagging their registration to prevent future renewal.	FTP File Exchange between MAAP and DOT	Daily batch	Fixed block record	Inbound/ Outbound

APPENDIX B: DETAILED TESTING REQUIREMENTS

B-1 Testing Requirements

All testing and acceptance addressed herein shall apply to testing the System. This shall include planning, test scenario development, Data, and System preparation for testing, and execution of unit testing, system integration testing, conversion/migration testing, installation testing, performance and stress testing, and support of the State during user Acceptance Testing (UAT). All of these areas must include the following testing requirements:

- State resources shall participate in all testing including but not limited to CERT, SIT, UAT and Performance while it is underway.
- The State IT resources and user community shall conduct UAT testing.
- Vendor must provide UAT test cases (test scenarios) to cover all features/functions defined for each subsystem. State users will also provide UAT test cases.
- Vendor is responsible to provide UAT assistance at no additional cost, primarily for coordination, bug tracking, issue resolution, status preparation, and analysis.
- System testing requires test connections current or proposed that become active to all system interfaces as identified in APPENDIX A-4: *Detailed Interface Requirements*. At no time will un-sanitized production data leave the premises.
- Performance Tuning and Stress testing must be performed on a copy of populated production formatted database utilizing a predetermined agreed upon simulation which contains transaction types normally found in the normal workload in relatively accurate proportions.
- Performance Tuning and Stress testing must be done on a copy of populated production formatted database.
- Quality assurance testing must be performed to determine how the software interacts with the other modules and other interfaces. Vendor shall provide Independent Verification and Validation of QA.
- Pre-implementation testing (parallel testing, UAT etc.) must be performed using a copy of migrated database.
- Vendor must provide UAT test cases (test scenarios) to cover all features/functions defined for each subsystem. State users will also provide UAT test cases.
- The new system must be able to support the use of automated test scripts to validate the UAT, SIT and production business rules.
- Compatibility of different pre-approved State browsers must be tested to make sure the application behaves in the same way in these browsers.
- Vendor is responsible to provide results of all application security tests, both manual and automated, to the Department of Safety. Such tests shall be done at no additional cost to the State.

B-2 Test Planning and Preparation

The Test Plan will guide all testing. The Vendor provided, State-approved, Test Plan will include, at a minimum, identification, preparation, and documentation of planned testing, a requirements traceability matrix, test variants, test scenarios, test cases, test scripts, test data, test phases, unit tests, expected results, and a tracking method for reporting actual versus expected results as well as all errors and problems identified during test execution.

It is crucial that training and testing activities not be abbreviated in order to meet Project Implementation Schedules. Therefore, the State requires that the testing activities be represented both in terms of effort and duration.

Vendors must disclose in their proposals the scheduling assumptions used in regard to the Client resource efforts during testing.

State testing will commence upon the Vendor Project Manager's certification, in writing, that the Vendor's own staff has successfully executed all prerequisite Vendor testing, along with reporting the actual testing results, prior to the start of any testing executed by State staff.

The State will commence its testing within five (5) business days of receiving Certification from the Vendor that the State's personnel have been trained and the System is installed, configured, complete, and ready for State testing. The testing will be conducted by the State in an environment independent from the Vendor's test environment. The Vendor must assist the State with testing in accordance with the Test Plan and the Project Schedule, utilizing test and live Data to validate reports, and conduct stress and performance testing, at no additional cost.

B-3 Testing

Testing begins upon completion of the Software configuration as required and user training according to the Project Schedule. Testing ends upon issuance of a letter of UAT Acceptance by the State.

Vendor must demonstrate that their testing methodology can be integrated with the State standard methodology.

B-3.1 Unit Testing

Application components are tested on an individual basis to verify that the inputs, outputs, and processing logic of each application component functions without errors. Unit Testing is performed in either the development environment or a testing environment.

The goal is to find errors in the smallest unit of Software. If successful, subsequent integration testing should only reveal errors related to the integration between application components.

B-3.2 System Integration Testing

- a) Validates the integration between the individual unit application components and verifies that the new System meets defined requirements and supports execution of interfaces and business processes. The Systems Integration Test is performed in a test environment.
- b) Emphasizes end-to-end business processes and the flow of information across applications (IF APPROPRIATE). It includes all key business processes and interfaces being implemented, confirms data transfers with external parties, and includes the transmission or printing of all electronic and paper documents.
- c) The State will conduct System Integration Testing, utilizing scripts developed, as identified in the Test Plan, to validate the functionality of the System and its interfaces. The State will also use System Integration Testing to validate modifications, fixes and other System interactions with the Vendor supplied Software Solution.

B-3.3 Conversion /Migration Validation Testing

The Conversion/Migration Validation Testing should replicate the entire flow of the converted data through the Software Solution. As the Software Solution is interfaced to legacy or third-

party applications, the testing verifies that the resulting converted legacy data performs correctly. This approach must be demonstrated and agreed upon within the first 60 days.

B-3.4 Installation Testing

Application components are installed in the System test environment to test the installation routines and are refined for the eventual production environment. This activity serves as a dry run of the installation steps in preparation for configuring the production System.

B-3.5 User Acceptance Testing (UAT)

The User Acceptance Test (UAT) is a verification process performed in a copy of the production environment. The User Acceptance Test verifies System functionality against predefined Acceptance criteria that support the successful execution of approved business processes.

- a.) The Vendor's Project Manager must certify in writing, that the Vendor's own staff has successfully executed all prerequisite Vendor testing, along with reporting the actual testing results prior to the start of any testing executed by State staff.
- b.) The State will be presented with a State approved Test Plan, test scenarios, test cases, test scripts, test data, and expected results, as well as written Certification of the Vendor's having completed the prerequisite tests, prior to the State staff involvement in any testing activities
- c.) UAT will also serve as a performance and stress test of the System. It may cover any aspect of the new System, including administrative procedures such as backup and recovery. The results of the UAT provide evidence that the new System meets the User Acceptance criteria as defined in the Project Schedule.

B-3.6 "Day in the Life" Testing

After the successful completion of UAT a series of at least two "Day in the Life" tests must be successfully carried out. Each will consist of at least: 1) Selection of a Past Date by agreement of the Vendor and State to serve as the basis for the test; 2) Conversion of a snap shot of data from the existing CA-IDMS system from the selected date into the test system; 3) Selection of real transactions accomplished to represent all major functions from the selected date; 4) Entry of the selected transactions into the new system by state staff located in Concord and at least 3 remote sites; 5) Execution of any required Batch Cycles; 6) Gathering and reviewing any operational feedback from test participants; and 7) Evaluation of the transactions compared to results in the CA-IDMS system for the selected day.

B-3.7 Performance Tuning and Stress Testing

1. Scope

The scope of performance testing shall measure the system level metrics critical for the development of the applications infrastructure and operation of the applications in the production environment. It will include the measurement of response rates of the application for end-user transactions and resource utilization (of various servers and networks) under various load conditions. These response rates shall become the basis for changes and retesting until optimum system performance is achieved.

The application transactions shall be identified with specific roles and selected transactions shall be recorded for the performance measurements. These will be compared to baselines to determine if object and/or system performance increases as changes are made.

Performance testing shall consider the full scope of the application infrastructure with emphasis on the most heavily used or shared transactions. Performance testing of the application will profile the identified user transactions and assist in identifying performance gaps to improve the most critical parts of the applications.

Performance testing and tuning shall occur in the final production environment and shall use a copy of the final production database to provide the best results.

Vendor must lead this effort. Responsibilities include identifying appropriate tunable parameters and their default and recommended settings, developing scripts which accurately reflect business load and coordinating reporting of results.

2. Test Types

Performance testing shall use two different types of tests to determine the stability of the application. They are baseline tests and load tests

3. Baseline Tests

Baseline tests shall collect performance data and load analysis by running scripts where the output is broken down into business transactions or functions. The test is like a single user executing a defined business transaction. During baseline testing, each individual script is run to establish a baseline for transaction response time, throughput and other user-based metrics. Usually each business transaction is executed multiple times during a single test run to obtain an average for the user-based metrics required for the performance testing evaluations. It must be noted that changes made to the code after baseline testing is completed will skew the results collected to date. All effort will be made to provide a code test base that is tested in the environment for problems prior to the establishment of the baseline which is used in future testing and tuning efforts. Any changes introduced into the environment after performance testing has started can compromise the accuracy of the results and will force a decision to be made whether baseline results need to be recreated.

4. Load Tests

Load testing will determine if the behavior of a system can be sustained over a long period of time while running under expected conditions. Load test helps to verify the ability of the application environment under different load conditions based on work load distribution. System response times and utilization is measured and recorded.

5. Tuning

Tuning will occur during both the development of the application and load testing. Tuning is the process whereby the application performance is maximized. This can be the result of making code more efficient during development as well as making tuning parameter changes to the environment.

For infrastructure tuning, parameters will be identified for all components prior to undertaking the load testing effort. This should include a list of the variables, their definitions, the default settings, range of acceptable settings and the settings as testing begins. This will permit the team to identify the areas of most potential gain and a starting point. Tuning is a process which is repeated until the team feels that the systems are running at or near optimum performance.

6. Implementing Performance and Stress Test

Performance and Stress testing tools used by the State of New Hampshire are IBM Rational Performance Tester software. The Vendor is open to use any other product including open source product with the approval of the State Team. Consideration must be given to licensing with respect to continued use for regression testing if tools, other than those which we are licensed for, are being recommended for this part of the project.

7. Scheduling Performance and Stress Testing

Vendor shall perform test planning. The steps for planning include identification of application functionality as well as what percentage of normal daily use is represented by each function. This information will become the foundation for scripting so that tests closely represent what loads in production will look like.

Vendor shall provide definition and expectations from testing. This definition should include who is in charge of testing and coordinating results, anticipated run times, logs required for tracking, their locations and which technician is responsible to track and provide them following each test to the team.

Initial test runs shall be completed to establish that the tests and data sets can be run to completion without errors. The ratio of types of transactions which makeup the test shall be reviewed prior to the beginning of testing and then again once testing has begun to make sure that testing accurately reflects the system performing in production.

Initial tests shall be used to establish a baseline from which all subsequent tests will be compared. Tests will be considered for baseline status once two tests have been run within 2% of each other in key and overall performance areas. No changes to the test scripts or data sets, with the exception of restores after each test, can be performed to the test environment once tuning has begun so as not to damage the comparison to baseline results. The systems must be restarted prior to each test run to assure all cache is cleaned out. All effort will be made to run these tests at a time when system and network infrastructure utilization doesn't impact the results. Tests will be run in close proximity to our infrastructure so as to eliminate the public network from our environment.

Post-test reporting and result assessment will be scheduled following each test. The team will compare these results to the baseline and a determination must be made to make additional changes to the parameter being tuned or return to the prior configuration and select another parameter to tune while keeping in mind that significant changes to any one parameter may require the retesting of some others. Careful work on identifying dependencies up front should minimize this impact.

If defects are identified in the application during testing they will be recorded; however, changes to the application code should be avoided if possible so as not to affect baseline comparisons. If a change to the application is required new baselines will be established (and possibly the execution of prior tests to validate changes with the new application) before testing can continue.

When performing capacity testing against a GUI the focus will be on the ability of the interface to respond to user input.

During stress/load testing the tester will attempt to stress or load an aspect of the system to the point of failure. The goal is to determine any weak points in the system architecture. The tester will identify peak load conditions at which the program will fail to handle required processing loads within required time spans.

During Performance testing the tester will design test case scenarios to determine if the system meets the stated performance criteria (i.e. A Login request shall be responded to in 1 second or less under a typical daily load of 1000 requests per minute.). In both cases the tester will determine the capacity of the system under a known set of conditions.

8. Regression Testing

As a result, of the user testing activities, problems will be identified that require correction. The State will notify the Vendor of the nature of the testing failure in writing. The Vendor will be required to perform additional testing activities in response to State and/or user problems identified from the testing results.

Regression testing means selective re-testing to detect faults introduced during the modification effort, both to verify that the modifications have not caused unintended adverse effects, and to verify that the modified and related (possibly affected) System components still meet their specified requirements.

- a) For each minor failure of an Acceptance Test, the Acceptance Period shall be extended by corresponding time defined in the Test Plan.
- b) The Vendor shall notify the State no later than <five (5) business days> from the Vendor's receipt of written notice of the test failure when the Vendor expects the corrections to be completed and ready for retesting by the State. The Vendor will have up to five (5) business days to make corrections to the problem unless specifically extended in writing by the State.
- c) When a programming change is made in response to a problem identified during user testing, a regression Test Plan should be developed by the Vendor based on the understanding of the program and the change being made to the program. The Test Plan has two objectives:
 1. Validate that the change/update has been properly incorporated into the program; and
 2. Validate that there has been no unintended change to the other portions of the program.
- d) The Vendor will be expected to:
 1. Create a set of test conditions, test cases, and test data that will validate that the change has been incorporated correctly;
 2. Create a set of test conditions, test cases, and test data that will validate that the unchanged portions of the program still operate correctly; and
 3. Manage the entire cyclic process.
- e) The Vendor will be expected to execute the regression test, provide actual testing results, and certify its completion in writing to the State prior to passing the modified Software application to the users for retesting.

In designing and conducting such regression testing, the Vendor will be required to assess the risks inherent to the modification being implemented and weigh those risks against the time and effort required for conducting the regression tests. In other words, the Vendor will be expected to design and conduct regression tests that will identify any unintended consequences of the modification while taking into account Schedule and economic considerations.

In the Proposal the Vendor must acknowledge their responsibilities for regression testing as described in this section.

9. Security Review and Testing

IT Security involves all functions pertaining to the securing of State Data and Systems through the creation and definition of security policies, procedures and controls covering such areas as identification, authentication and non-repudiation.

All components of the Software shall be reviewed and tested to ensure they protect the State's hardware and software and its related Data assets.

Service Component	Defines the set of capabilities that:
Identification and Authentication	Supports obtaining information about those parties attempting to log onto a system or application for security purposes and the validation of users
Access Control	Supports the management of permissions for logging onto a computer or network
Encryption	Supports the encoding of data for security purposes
Intrusion Detection	Supports the detection of illegal entrance into a computer system
Verification	Supports the confirmation of authority to enter a computer system, application or network
Digital Signature	Guarantees the unaltered state of a file
User Management	Supports the administration of computer, application and network accounts within an organization.
Role/Privilege Management	Supports the granting of abilities to users or groups of users of a computer, application or network
Audit Trail Capture and Analysis	Supports the identification and monitoring of activities within an application or system
Input Validation	Ensures the application is protected from buffer overflow, cross-site scripting, SQL injection, and unauthorized access of files and/or directories on the server.

In their proposal, the Vendors must acknowledge their responsibilities for security testing. Tests shall focus on the technical, administrative and physical security controls that have been designed into the System architecture in order to provide the necessary confidentiality, integrity and availability. Tests shall, at a minimum, cover each of the service components. Test procedures are to include Penetration Tests (pen test) or code analysis and review. All security testing shall be performed by a third party vendor in a means approved by the Vendor, the Department of Information Technology and the Department of Safety.

Prior to the System being moved into production the Vendor shall provide results of all security testing to the Department of Information Technology for review and acceptance. All Software and hardware shall be free of malicious code.

10. System Acceptance

Upon successful conclusion of all required testing and successful System deployment, the State will issue a letter of System Acceptance and the respective Warranty Period shall commence as described in Section 3.4.7: *Warranty Period*.

APPENDIX C: PRICING WORKSHEETS

A Vendor’s Cost Proposal must be based on the worksheets formatted as described in this Appendix.

C-1 Activities/Deliverables/Milestones Pricing Worksheet – Deliverables List

The Vendor must include, within the Firm Fixed Price for IT service activities, tasks and preparation of required deliverables, pricing for the deliverables required based on the proposed approach, and methodology and tools. The following format must be used to provide this information.

Table C-1A is for the vendor to propose the payment and deliverable date for the activity, deliverable or milestone within each mandatory subsystem or group of mandatory subsystems. It indicates major milestones within the Project which are the same milestones proposed under Appendix A, Table A-3, customized to reflect the Vendor’s project methodology and the way the Vendor wishes to invoice for reimbursement of the subsystems. **Vendors must complete a Table C-1A for each mandatory module, subsystem or group of modules/subsystems they propose.**

Table C-1A: Mandatory Activities/Deliverables/Milestones Pricing Worksheet

Name of Mandatory Module, Subsystem or Group of Modules/Subsystems		
Activity, Deliverable or Milestone	Proposed Date	Proposed Payment
Project Management Plan		
Initiation Phase (Conduct Kickoff)		
Unmodified Software Package Delivery		
Communications & Change Management Plan		
Interface Plan and Design/Capability		
Software Change Control Process Document		
Data Conversion Plan and Design		
Knowledge Transfer Plan		
Risk and Issue Management Plan		
Deployment Plan (High Level)		
Comprehensive Training Plan, Materials, and Curriculum		
End User Support Plan		
Documentation of Operational Procedures		
Software Object and Source Code		
Software Configured to Satisfy State Requirements		
Functioning In and Out-bound Interfaces		
Licensed Software Upgrades		
Modified Source Code		
Conduct Volume / Stress Testing & Tuning		
Certificate of Compliance for Payment Application - Data Security Standards (PA-DSS) or Payment Card Industry-Data		

Security Standard (PCI-DSS)		
Open Web Application Security Project (OWASP) Test Results		
Support User Acceptance Testing		
Conduct Training		
System Acceptance and Delivery of Source Code		
Completion of Warranty		
Project Close Out		
Total		

Table C-1B is for the vendor to propose the payment and deliverable date for each activity, deliverable or milestone within each optional Subsystem or group of optional subsystems. It indicates major milestones within the Project which are the same milestones proposed under Appendix A, Table A-3, customized to reflect the Vendor's project methodology and the way the Vendor wishes to invoice for reimbursement of the subsystems. The State shall have the option to purchase the services defined below at any time up to the 24th month anniversary of system acceptance for the Mandatory functionality defined at the price below. **Vendors must complete a Table C-1B for each optional module, subsystem or group of modules/subsystems they propose.**

Table C-1B: Optional Activities/Deliverables/Milestones Pricing Worksheet

Name of Optional Module, Subsystem or Group of Modules/Subsystems		
Activity, Deliverable or Milestone	Proposed Date	Proposed Payment
Project Management Plan		
Initiation Phase (Conduct Kickoff)		
Unmodified Software Package Delivery		
Communications & Change Management Plan		
Interface Plan and Design/Capability		
Software Change Control Process Document		
Data Conversion Plan and Design		
Knowledge Transfer Plan		
Risk and Issue Management Plan		
Deployment Plan (High Level)		
Comprehensive Training Plan, Materials, and Curriculum		
End User Support Plan		
Documentation of Operational Procedures		
Software Object and Source Code		
Software Configured to Satisfy State Requirements		
Functioning In and Out-bound Interfaces		
Licensed Software Upgrades		
Modified Source Code		

Conduct Volume / Stress Testing & Tuning		
Certificate of Compliance for Payment Application - Data Security Standards (PA-DSS) or Payment Card Industry-Data Security Standard (PCI-DSS)		
Open Web Application Security Project (OWASP) Test Results		
Support User Acceptance Testing		
Conduct Training		
System Acceptance and Delivery of Source Code		
Completion of Warranty		
Project Close Out		
Total		

C-2 Proposed Position - Initial Contract Term Vendor Rates Worksheet

Using the format provided in the following table, list titles of proposed positions on the Project Team to be filled by Vendor staff. Include hours and rates for all staff on the Vendor Project Team through Project completion.

Table C-2: Proposed Position – Initial Contract Term Vendor Rates Worksheet

Position Title	Hours	Hourly Rate	Subtotal (Hours X Rate)
Position #1			
Position #2			
Position #3			
Hours Total		Cost Total	

C-3 Proposed Vendor Staff and Resource Hours Worksheet

Use the Proposed Vendor Staff Position and Resource Hours Worksheet to indicate the individuals that will be assigned to the Project. Names must be provided for individuals designated for key roles, but titles are sufficient for others. Information is required by phase.

Table C-3: Proposed Vendor Staff and Resource Hours Worksheet

Title	Name	Initiation	Configuration	Implementation	Project Closeout	Total
Project Manager						
Position #1						
Position #2						
Position #3						
Totals						

C-4 Future Vendor Rates Worksheet

The State may request additional Services from the selected Vendor and requires rates in the event that additional Service is required. The following format must be used to provide this information. “SFY” refers to State Fiscal Year. The New Hampshire State Fiscal Year runs from July 1 through June 30 of the following calendar year. Positions not identified in the Proposed Position Worksheet may be included in the Future Vendor Rates Worksheet.

Table C-4: Future Vendor Rates Worksheet

Position Title	SFY 2014	SFY 2015	SFY 2016	SFY 2017	SFY 2018
Project Manager					
Position #1					
Position #2					
Position #3					

In Table C-5B, the Vendor is to populate the System/Module field with the appropriate System/Module name. If your product combines these subsystems into modules please complete this table with appropriate names for those modules vs. subsystem names. The State shall have the option to purchase the software defined below at any time up to the 24th month anniversary of system acceptance for the Mandatory functionality defined at the price provided.

Table C-5B: Optional System/Module – Software Licensing and Annual Maintenance/Support Pricing Worksheet.

Software Licensing		Annual Maintenance/Support					
Optional System/Module	Licensing Cost	Year 1 Cost	Year 2 Cost	Year 3 Cost	Year 4 Cost	Year 5 Cost	Total Cost
Total-Licensing & Maintenance							
Subtotals-Annual Maintenance							
Total - Annual Maintenance/Support							
Subtotal-Licensing		Total - Software Licensing					
Grand Total - Software Licensing & Annual Maintenance/Support							

C-6 Cost Summary

Table C-6A: Cost Summary Worksheet - Mandatory

Description	Cost
Mandatory Deliverables Cost (Table C-1A)	
Total Cost License (Table C-5A)	
Total Five Year Cost of Maintenance (Table C-5A)	
Grand Total	

Table C-6B: Cost Summary Worksheet - Optional

Description	Cost
Optional Deliverables Cost (Table C-1B)	
Optional Total Cost License (Table C-5B)	
Optional Total Five Year Cost of Maintenance (Table C-5B)	
Grand Total	

C-7 Equipment Summary

Vendor must propose the hardware and third party software upon which the system will operate. The State will purchase and install this hardware and software and the Vendor is not responsible for the cost. In the event the Vendor specified hardware configuration does not meet performance expectations the State shall be responsible for procuring necessary hardware upgrades, but the Vendor shall bear the full cost of any delays.

Table C-7: Equipment Summary Mandatory

Description	Units
Equipment Description #1	
Equipment Description #2	
Equipment Description #3	

APPENDIX D: TOPICS FOR MANDATORY NARRATIVE RESPONSES

Vendors must limit narrative responses describing the Software, Technical, Services and Project Management topics defined for this RFP project. The following table identifies specific topics for narratives. A page limit is identified for each topic. If a response to a topic exceeds the page limit, the State will limit its consideration to the prescribed page limit.

D-1 System Architecture and Operation	Page Limit
Topic 1 - Software Architecture	5
Topic 2 - Hardware Architecture	5
Topic 3 - Environment Setup	2
Topic 4 - Data Assurance	3
Topic 5 - Interface Approach	4
Topic 6 - Support and Administration Approach	4
Topic 7 - Backup and Recovery	2
Topic 8 – Archiving	2
Topic 9 - Continuity of Business Operations	3
Topic 10 - Supporting Documentation Management	3
Topic 11 - Document Validation and Check Endorsement	3
Topic 12 - Barcode Printing and Recognition	3
Topic 13 - Comments (Notes) Field	3
Topic 14 - Signature Capture	3
Topic 15 - Global View	3
Topic 16 – Reporting	3
Topic 17 - Materials Management (Inventory)	3
Topic 18 - Driver License Data	5
Topic 19 - Electronic Lien Transfer (ELT)	3
Topic 20 - International Registration Plan (IRP)	5
Topic 21 - Commercial Vehicle Information Systems and Networks (CVISN)	5
Topic 22 - Vehicle Identification Number (VIN) Subscription Data	1
Topic 23 - Interface to the State of New Hampshire ERP System	3
Topic 24 - Interface to the State of New Hampshire Credit Card Clearinghouse Vendor	3
Topic 25 - Physical Credit Card Transactions	3
Topic 26 - AAMVAnet System Outage	3
Topic 27 - PCI Compliancy	3
Topic 28 - Electronic Verification Services	3
D-2 Service Topics	Page Limit
Topic 29 - Technical Knowledge Transfer	5
Topic 30 - Development, Implementation and Go Live Approach	10
Topic 31 - Acceptance Testing	6

Topic 32 - Migration Strategy	3
Topic 33 - User Training Approach	6
Topic 34 - Help Desk Support	3
Topic 35 - Volume Stress Testing and Tuning	3
Topic 36 - Project Staffing Approach	3
D-3 Project Management Topics	Page Limit
Topic 37 - Project Management Tools	3
Topic 38 - Status Meetings and Reports	3
Topic 39 - Risk and Issue Management	3
Topic 40 - Acceptance Criteria	6
Topic 41 - Scope Control	2
Topic 42 - Preparation of State Staff on the Project Team	3
Topic 43 - Quality Assurance Approach	6
Topic 44 - Project Schedule	No Limit

D-1 System Architecture and Operation

This section provides a series of topics related to the proposed system that the State of New Hampshire will consider in the VISION Project.

Topic 1 - Software Architecture

Response Page Limit: 5

Provide a description of the technical architecture of the proposed solution. The following topics, at a minimum, should be addressed:

- Is the proposed software based upon an n-tiered, browser-based architecture?
- Does any part of the proposed solution require software (other than a browser) to be installed on the client workstation? If yes, describe the software that must be installed and the access authorization level required to install it.
- If you are proposing a browser based solution, describe what browsers your application works with and any future plans for additional browsers in the next eighteen (18) months.
- Are there any components of the System that must reside on another platform?
- What add-on or third-party software is required to support the functionality desired by the State?
- What programming languages are used for development, configuration, and customization of the proposed solution?
- What components of the software, such as middleware, are proprietary?
- What is the growth potential of the proposed?
- What is the timeframe for technical obsolescence of the proposed software? (For the purpose of this question, the version of the proposed software would be considered obsolete when support is no longer available.)
- What type of staffing is typically required to support the proposed product for a client of the size and complexity of the State of New Hampshire? (Discuss both number of staff and skills required.)

Topic 2 - Hardware Architecture

Response Page limit: 5

Describe the hardware components required to support the application proposed. Based on the metrics provided in APPENDIX C-7: *Equipment Summary*, provide an estimate of the capacities and quantities of servers and other components needed to operate the system. Discuss the following:

- What is the recommended Production environment?
- What are the recommended Test and Development environments?
- Do opportunities for virtualization of servers exist in this configuration?
- How would an increase in the number of concurrent users effect the configuration?
- How would an increase in the number of drivers effect the configuration?
- Provide infrastructure diagrams for each environment (production, test, development, etc...) and include OS, RAM, CPU (core), disk, etc... for each server.

Topic 3 - Environment Setup

Response Page Limit: 2

Describe the different software and hardware environments (including desktop) required for the concurrent development, testing, and production of the proposed solution. Discuss how the proposed environments support the implementation of the System software, including all necessary training.

Topic 4 - Data Assurance

Response Page Limit: 3

Describe the assurance provisions incorporated into the proposed Software. At a minimum, discuss the following:

- What process or methodology is employed within the proposed software to ensure data integrity?
- To what degree does the approach rely on assurance capabilities of the relational database management system (RDMS)?
- If multiple databases are employed, what extra procedures are employed to ensure synchronization among databases?

Topic 5 - Interface Approach

Response Page Limit: 4 – Appendix Required

APPENDIX A-4: Detailed *Interface Requirements* identifies the interfaces to the existing IDMS legacy system. Describe the mechanisms and tools included in the proposed solution to implement corresponding interfaces. Be sure to address the following aspects of this topic:

- What interfaces exist in the proposed base software that would be used to meet the requirements of this RFP?
- What interfaces would have to be custom built to meet the requirements of this RFP?
- What types of interfaces are possible with the proposed (e.g., online, batch, etc.)?
- What tools are provided for the development of interfaces?

- What programming languages and/or query languages are required for the development of interfaces?
- What scheduling tools are required for initiation of interfaces? Are these tools included with the proposed software?
- Are there any constraints upon the timing of batch interfaces?
- Does the System employ standard definitions or file layouts for interfaces? If so, include a sample in an appendix to this topic.
- What standard interface formats are used with the proposed software? What degree of flexibility is available?

Topic 6 - Support and Administration Approach

Response Page Limit: 4

The day to day operation of the system will require state resources. Based on your experience with the solution and the metrics found in Section 5: *RESPONSE PROCEDURE*, Table 5-1: *Proposed State Staff Resource Hours Worksheet*, please discuss the approach to system operation, including:

- What is the hierarchy of users such as User, Supervisor, Fee updater, Administrator, etc., and the scope of each role.
- Is there a role for specially trained users to alleviate the workload on traditional system administrators?
- How many system administrators are required to support the system?
- How many database administrators are required to support the system?
- What is the role of traditional IT developers in the State IT group and what skillsets would be required?
- What role do you recommend that the vendor play in ongoing support?

Topic 7 - Backup and Recovery

Response Page Limit: 2

The State seeks a sound backup and recovery provision as part of the solution that minimizes downtime. Describe the tools used for backup and recovery of applications and data. Describe the impact of the proposed backup process on the operation of the System. Also, address the following:

- Use of and method for logging and journalizing;
- Single points of failure and recommended approaches for their elimination;
- Approach to redundancy/high availability;
- Estimated size of a daily back up;
- How recovery is accomplished and how much if any transaction data can be lost.

Topic 8 - Archiving

Response Page Limit: 2

The Vendor will be expected to provide and implement an archiving and retrieval scheme that balances response time of offline and online processing with the value of accessing historical data. Describe the process and scenario (on-line and off-line) that will be implemented and discuss why the balance is optimal. Also, describe the proposed approach for the permanent retention of data selected by the State in

an off-line format. Provide a methodology and appropriate tools for the retrieval of the off-line formatted data.

Topic 9 - Continuity of Business Operations

Response Page Limit: 3

VISION will be a mission critical system supporting multiple customer facing locations across the state. The ability for the system to continue operations in the event of component failures is important. Please discuss how the systems architecture is designed to be survivable and address the following:

- What is the inherent survivability of the primary production environment?
- What opportunity does the system provide for a hot, warm or cold backup system at a secondary site to enhance survivability?

Topic 10 - Supporting Documentation Management

Response Page Limit: 3

All customer transactions have supporting hard copy documentation. Currently the DMV utilizes three different and separate document scanning processes across all of the bureaus.

- Driver Licensing uses a scanning application within the Marquis Driver License Fulfillment system which creates a JPEG file of the scanned documents.
- Financial Responsibility uses the application DataView RMS developed by MultiProcess Computer Corporation, which produces tiff and PDF documents. Images of documents are created through a manual scanning process and an automated nightly batch process.
- The Title and Registration bureaus scan documents through a microfiche process which does not provide an electronic method of document retrieval.

Please discuss the following:

- What is the inherent capability of your solution to produce, accept, manage and display different formats of scanned image files?

Topic 11 - Document Validation and Check Endorsement

Response Page Limit: 3

The DMV performs a validation process on all financial transactions by printing a “Ring Line” on documents being submitted by customers. The “Ring Line” typically contains the following information:

- Date
- User Number
- Location (DMV and Municipal Agent)
- Sequence Number
- Batch Number
- Amount

Additionally, checks received for payment by the DMV are endorsed with the same information as listed above. Currently the DMV employs a dot matrix validation printer for both of these functions.

Discuss the validation and endorsement process:

- What is the inherent capability of your solution to perform these functions?
- What specific POS printers does your product interface with?
- Does your solution support “Electronic Check Conversion”?

Topic 12 - Barcode Printing and Recognition

Response Page Limit: 3

What is the inherent capability of your solution to print and read barcodes?

- Can the barcoded information populate fields within screens?
- Does your approach use the information contained in the barcode to retrieve information already in the system?

Topic 13 - Comments (Notes) Field

Response Page Limit: 3

The current software provides a very limited capability to capture historical information with regard to transactions. Limited character space is available.

- What is the inherent capability of your solution to capture extensive historical comment data across all modules?

Topic 14 - Signature Capture

Response Page Limit: 3

What is the inherent capability of your solution to capture an individual’s signature across all modules?

Topic 15 - Global View

Response Page Limit: 3

The State expects a fully integrated data model to be the core of any solution. Please describe how your solution can display the view of the “whole person” which allows a user to see all information available about a customer regardless of what type of transaction created the data.

Topic 16 - Reporting

Response Page Limit: 3 - Appendix Required

Please describe in full detail the out-of-the-box canned and adhoc reporting capabilities of your solution for all aspects of each software subsystem and in addition to the following areas:

- Financial
- Revenue Types
- Transaction Types
- Date Ranges

- Locations
- Users
- Method of Payments (Cash, check, credit card, etc...)
- Credit Memos
- Short Slips
- Refunds

Please provide samples of all reports requested above as an appendix to this topic.

Topic 17 - Materials Management (Inventory)

Response Page Limit: 3

Please describe in full detail the capabilities of your solution to perform materials management of specific inventoried items and the reporting of same?

Topic 18 - Driver License Data

Response Page Limit: 5

Currently specific drivers license data (facial images, document images, signatures) is captured and stored on the Marquis front end capture and card production system. The Marquis system interfaces with the IDMS driver licensing system sharing similar data. This system also produces all of the license and ID cards.

Please describe in full detail the capabilities of your solution to perform the following functions?

- Capturing of images and signatures
- Capturing of the dates licenses and ID cards are processed, printed and mailed.
- Capturing of document image scanning (Also discussed in Topic 10 above)

Please describe how the data contained in our current Marquis system could be integrated into your solution?

Topic 19 - Electronic Lien Transfer (ELT)

Response Page Limit: 3

An Electronic Lien Transfer (ELT) allows for a method by which the DMV and various lending institutions (lien holders) can share vehicle and title information electronically instead of utilizing paper documents. When a customer buys a vehicle with a lien from a financial institution, the institution holds the title document until the customer pays off the lien. Today, the DMV mails the paper title to the institution. In ELT, the vehicle and title information will be sent electronically by the DMV to the lien holder. Once the lien is paid off, the lien holder will notify the DMV by an electronic message. The DMV will then print the title and mail it to the address specified by the lien holder.

- Please describe in full detail the capabilities of your solution to perform Electronic Lien Transfers?

Topic 20 - International Registration Plan (IRP)

Response Page Limit: 5

The International Registration Plan (IRP) is an agreement providing registration reciprocity among the States of the United States, the District of Columbia and Provinces of Canada providing for payment of apportionable license fees on the basis of total fleet distance operated in the various jurisdictions.

- Please describe in full detail the capabilities of your solution in being IRP compliant.

Topic 21 - Commercial Vehicle Information Systems and Networks (CVISN)

Response Page Limit: 5

CVISN is the collection of information systems and communications networks that support commercial vehicle operations. CVISN includes information systems owned and operated by governments, carriers, and other stakeholders.

- Please describe in full detail the capabilities of your solution in being CVISN compliant.

Topic 22 - Vehicle Identification Number (VIN) Subscription Data

Response Page Limit: 1

The NHDMV utilizes VIN data through a subscription service with Price Digests of Overland Park, KS. The data contains vehicle value, origin and specific configuration information. This information is used by the DMV to validate a vehicle as it is being titled and/or registered by an owner.

- Please describe in full detail the capabilities of your solution in utilizing this method of subscription data.

Topic 23 - Interface to the State of New Hampshire ERP System

Response Page Limit: 3

The NHDMV utilizes a financial subsystem within IDMS to process all motor vehicle transactions. Those financial transactions are then reconciled within the financial subsystem and the information is then used to create journal entries within the States ERP system.

- Please describe in full detail the inherent capabilities of your solution to interface with ERP systems and facilitating the reconciliation of non-exception financial data?

Topic 24 - Interface to the State of New Hampshire Credit Card Clearinghouse Vendor

Response Page Limit: 3

The NHDMV currently accepts most major credit cards as a form of payment. Reports generated out of the IDMS financial subsystem are used to reconcile the credit card receipts and are incompatible to the reports received from the financial banking institutions used by the State. The incompatibility of these two reports makes the reconciliation process extremely time consuming and cumbersome.

- Please describe in full detail the inherent capabilities of the solution to facilitate the reconciliation process of credit card data using reports that are generated from the vendor's solution and the reports generated from our financial banking institutions?

Topic 25 - Physical Credit Card Transactions

Response Page Limit: 3

Credit card transactions are currently processed by physically reading the magnetic strip on a customer's credit card with either a standalone non-networked credit card processing terminal or through a POS keyboard with a credit card magnetic strip reader connected to a networked Windows-based PC workstation.

- Please describe in full detail how the solution supports both of these types of credit card transaction devices.

Topic 26 - AAMVAnet System Outage

Response Page Limit: 3

The State of New Hampshire DMV data systems continually communicate with AAMVA over the AAMVAnet system for current national known details on the status of licensed drivers.

- In the interest of the Department of Safety to continually provide the residents of the State of New Hampshire with uninterrupted DMV services during periods of AMMVAnet outages, please describe in full detail how the proposed solution will process transactions during and after periods of AAMVAnet system outages?

Topic 27 - PCI Compliancy

Response Page Limit: 3

The replacement software solution will process credit card transactions and therefore must meet all PCI requirements.

- Please describe in full detail how the Vendor's solution will meet all PCI principals and requirements?
- Provide the test plan that is to be followed specifying how the solution will be tested for PCI compliancy along with the details as to how the test results will be reported?

Topic 28 - Electronic Verification Services

Response Page Limit: 3

Please describe in full detail the capabilities of your solution to provide electronic verification services through AAMVAnet for the following systems.

- Electronic Verification of Vital Events Records (EVVER)
- US Passport Verification (US-PASS)
- Driver License & Identification Card Verification Systems (DIVS)

D-2 Service Topics

This section provides a series of topics relative to proposed Services that the State of New Hampshire will consider in selecting a suggested System Software Development Solution. A maximum length of response for each topic is defined.

Topic 29 - Technical Knowledge Transfer

Response Page Limit: 5

The transfer of technical knowledge is important for operations, configuration/development, workflow, business setup, maintenance, and management. Address training curriculum, training priorities and prerequisites, specific commercial and custom courses, and one-on-one learning opportunities for State staff. Provide a sample of documents your company has produced in the past for this purpose.

Identify whether recommended training will be provided on site. Use specific examples from past implementations to explain the approach to technical training and knowledge transfer would allow the State to operate independently when the implementation ends.

Topic 30 - Development, Implementation and Go Live Approach

Response Page Limit: 10

Provide one or more feasible development, implementation and Go Live plans. For each plan provided:

- Identify timeframes for major milestones, including timing for discontinuing legacy subsystems;
- Discuss cost implications of the plan, including implications on maintenance fees; and
- Address the level of risk associated with the plan.

To assist the State in evaluation of the Development, Implementation and Go Live Plan or plans discussed, include:

- A list of modules that constitute the proposed software;
- Identification of modules that should be considered core;
- Identification of modules that are neither required nor proposed to satisfy State requirements; and
- A general description of functionality contained in each module.

Conclude by recommending a single Implementation Plan, which is used as a basis for the cost proposal.

Topic 31 - Acceptance Testing

Response Page Limit: 6 - Appendix Required

State staff will conduct Acceptance Testing, but support from the selected Vendor is required; refer to Section 3.3.1: *Testing and Acceptance* and APPENDIX B: *DETAILED TESTING REQUIREMENTS* to define the type of support that will be provided, address the following questions:

- Will the Software be delivered in functional components for State Acceptance Testing?
- How much time should the State plan to complete User Acceptance Testing of a component?
- What test management and test driver tools will be employed in quality assurance testing prior to delivery of code to the State, and will these tools be available to the State for use in Acceptance Testing?
- What support will be provided to prepare the State staff to conduct acceptance testing?
- How will members of the testing team be prepared to test the configured software?
- What documentation of configured software will be available to the testing team?
- How will on-site support for the State testing team be provided?
- Based on experience in similar projects, how many and what types of defects are likely to be encountered in Acceptance Testing? (Include metrics from other projects to support this response.)
- How much time is available for comprehensive testing and correction of defects prior to implementation? Based on metrics from similar projects, is it sufficient? (Provide information from other projects to support this response.)
- If frequency exceeds the expected level, what corrective actions will be instituted?
- How quickly will a suspected defect be investigated, and what classifications are planned for suspected defects?
- What specific software tools will be used to isolate performance problems?
- What tools will be used to document and track status of suspected defects?
- Will these tools be available to the State after the project is completed?
- What role will the State play in classification of suspected defects?
- How quickly will software defects be corrected?
- How will the State participate in defining priorities for defect correction?
- Will performance be measured and documented using the State's infrastructure and data? If yes, how?

Describe how your application allows users to create, archive, save and modify criteria to generate and distribute reports including but not limited to choosing number of copies, collation or sort features, specific printer designation, display on screen, imaging archives, work flow path, internal or external interfaces or electronic media and/or electronic formats (word documents, text files, PDF documents, HTML)

Provide a sample User Acceptance Test plan from a completed project as an appendix to this topic.

Topic 32 - Migration Strategy

Response Page Limit: 3

Provide recommendations for assessing data quality and conducting data cleansing prior to conversion, and discuss use of automated tools in conversion.

Mandatory requirement A-2-7 in Table A-2 *General Requirements and Deliverables* states that the migration of data from the old system to the new system is not to exceed a time period of more than 48 hours. Provide recommendations for schedules and alternative solutions for data migration that will not impact the current legacy production environments during normal business hours should this time limit be exceeded.

Also, address procedures for populating the initial production database and data transfer procedures. Distinguish between State and Vendor roles. Discuss approach for dealing with incomplete records. References to approaches employed successfully in other projects should be provided where appropriate.

- This procedure must be exercised at least twice in support of “day in the life” testing. What additional testing is recommended?

Topic 33 - User Training Approach

Response Page Limit: 6

The State believes that effective training of users is one of the keys to the overall success of the VISION project. The State also believes that ongoing training for new staff will be important to the continued success of the system. The State looks for a training plan that will maximize both of these goals by providing effective initial training and creation of a reusable syllabus and training materials. The training approach must consider the size and scope of this project in order to implement an effective training program. Please include discussion of the following:

- Can a “Train the Trainer” approach be effective to implement the proposed system?
- How many different training classes (user, supervisor, etc.) are needed to support the implementation of your software?
- Is computer based training for your solution available?
- What user reference materials are available?
- What methods will be employed to evaluate training activities?
- How will training be coordinated with other user support activities?
- Will manuals be adequate to enable trained users to research answers to their own questions?
- If the perception is that they are not adequate, can those manuals be quickly revised?
- How will the State be prepared to conduct ongoing training after implementation is completed?
- Are training manuals on-line and maintained as part of a maintenance agreement?

Topic 34 - Help Desk Support

Response Page Limit: 3

The State currently operates a DOIT Help Desk (Hours 7:30 AM – 4:30 PM), with different groups addressing personal computers, mainframe applications and other server based applications. For a period of time demands on the current System are likely to evolve significantly with implementation of the VISION system. Describe how you augment the existing help desk to include:

- Coordination of Help Desk with change management and training activities;
- Training to be provided to the Help Desk agents;
- Suggested escalation procedures;
- Development of a Help Desk knowledge base; and
- Metrics based on Help Desk inquiries

Topic 35 - Volume Stress Testing and Tuning

Response Page Limit: 3 - Appendix Required

It is important to verify the system is capable of support peak user loading prior to “go live.” The state is responsible for Wide Area Network connectivity and throughput and the vendor is responsible to ensure that the server environment is appropriately configured and tuned to support peak load. Please discuss the following:

- Proposed methodology for volume stress testing and system tuning.
- What tools do you propose to use to assist in this process?
- What key performance factors will be measured?
- How will results be presented to the state and verified?
- What role do you envision state resources play in the process?

Provide an actual sample of a Volume Stress Testing and Tuning plan from a completed project as an appendix to this topic.

Topic 36 - Project Staffing Approach

Response Page Limit: 3

The State expects that a major component of the vendor’s cost proposal will be derived from the expense of staffing the project. The State looks for a solution that will be staffed efficiently but will deliver effective services. Please discuss the following:

- The basic approach to “on-site” and “off-site” staffing?
- Will you have a consistent “on-site” management presence?
- How will you ensure there is effective communication with any “off-site” resources?
- What will the maximum “on site” staffing be and when will it occur?

D-3 Project Management Topics

This subsection provides a series of topics related to management of the project that the State of New Hampshire will consider in selecting the Software and VISION Development Vendor. A maximum length of response for each topic is defined.

Topic 37 - Project Management Tools

Response Page Limit: 3

Identify and describe all the software tools that are proposed to facilitate the management by the project team.

Topic 38 - Status Meetings and Reports

Response Page Limit: 3 - Appendix Required

The State places great importance on concise and effective status meetings and reporting. However, too many meetings or too much reporting can become a waste of resource on both the vendor and State sides of the project team. To prevent this waste of resources the State expects the vendor to implement a sound methodology to ensure efficiency in the project. Please discuss the following:

- The standing meetings that are regularly scheduled, who is expected to attend them and the expected outcome of each.
- Are standard templates used for agendas and minutes?
- What regular reports are generated, who is the audience?
- How are “off-site” participants included in the process?

Provide an example of status reports prepared for another project as an appendix to this topic. Names of the project and of any individuals involved may be removed.

Topic 39 - Risk and Issue Management

Response Page Limit: 3

Provide proposed methodologies for risk and issue management. Discuss State and Vendor responsibilities. The State seeks a clear means to compare planned versus actual status, including percentages, at a sufficiently detailed level to ensure the State can adequately monitor the progress of the project. Be sure to identify any essential time constraints on State actions. Escalation procedures will be defined in a contract between the State and the Vendor.

Topic 40 - Acceptance Criteria

Response Page Limit: 6

Propose measurable criteria for State final acceptance of the system. Discuss how the proposed criteria serve the interest of the State.

Topic 41 - Scope Control

Response Page Limit: 2

Suggest an approach for scope control.

- Describe how the approach has been employed effectively on another project.
- Describe your change management approach.

Topic 42 - Preparation of State Staff on the Project Team

Response Page Limit: 3

Describe how State staff assigned to the Project Team will be prepared to contribute. Provide an overview of interactions and dependencies between functions.

Topic 43 - Quality Assurance Approach

Response Page Limit: 6

The State has identified three categories of deliverables:

- Written Deliverables, such as a training plan;
- Software Deliverables, such a configured software module; and
- Non-software Deliverables, such as conduct of a training course.

Describe the methodology that will be employed to assure that each type of deliverable is of high quality before submission for State consideration. Discussion should include but not limited to:

- Provision for State input to the general content of a written deliverable prior to production;
- The standard for Vendor internal review of a written deliverable prior to formal submission; and
- Testing of software deliverables prior to submission for acceptance testing.

Topic 44 - Project Schedule

Response Page Limit: No Limit

The State sees a Project Schedule as essential to reaching a comprehensive agreement with a Vendor. Consequently, the State will seek to refine the proposed Project Schedule during contract negotiation with the selected Vendor and to incorporate the refined Project Schedule by reference into a contract.

Provide a preliminary Project Schedule depicting tasks, task dependencies, schedule, milestones, deliverables, and payment schedule. Define both proposed written and software deliverables. Include sufficient detail that the State will be able to identify departures from the plan in sufficient time to seek corrective action. In particular, provide information about staffing.

Describe all deliverables to be produced in the project. Ensure that all Deliverables and milestones are identified in the Project Schedule. Identify and discussion of the following:

- All assumptions upon which the Project Schedule is based;
- Descriptions of recommended roles by activity and time required for both State and vendor members of the Project Team;
- Assignments of members of the vendor's team identified by role to specific tasks; and
- Critical success factors for the project.

Discuss how this Project Schedule will be used and the State access to plan details, including resource allocation. Also, discuss frequency for updating the plan, at a minimum bi-weekly, and for every status meeting. Explain how the State will know whether the project is on schedule and within budget.

APPENDIX E: DETAILED BUSINESS SUBSYSTEM REQUIREMENTS (Mandatory)

Vendor must complete each of the Detailed Business Subsystem Requirements checklists located in APPENDIX E: *DETAILED BUSINESS SUBSYSTEM REQUIREMENTS (MANDATORY)* for every mandatory subsystem being proposed. The mandatory Detailed Business Requirements are the subsystems of Financial Processing, Driver’s License, Financial Responsibility, Hearings & Violations, Inspections, Dealer and Inventory. Vendors shall complete a checklist based on the following format and must indicate a response for each and every requirement listed on each of the subsystem checklists.

A response is indicated by checking one of the columns for each requirement as follows:

- **Base Product with Configuration Changes** - The proposed “out of the box” base product along with specific configuration changes to the product will allow for the requirement to be met.
- **Custom Code** - The core software does not contain the required functionality and custom code development is needed for the requirement to be met.
- **Not Capable** - The proposed software is not capable of meeting the requirement.
- **Comments** - This area is for a vendor to provide any explanation that may be necessary to allow for a better understanding of the capability of the software product and the ability to meet the requirement. Describe the effort/timeframe necessary for the solution to be configured or modified to meet the requirement.

E-1 Financial Processing Requirements

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
Select Transaction	E-1-1	Ability to select from the following transactions: <ul style="list-style-type: none"> • Reconciliation of funds • Add/update bank deposits • Process protested checks • Process payment for protested checks • Perform business office adjustments • Manage and reconcile credit card payments • Manage escrow accounts • Manage credit memos • Manage short slips • Process unattached funds • Generate and manage cash receipts • Manage and reconcile closing action • View individual/business information 				
Select Location	E-1-2	System shall have the ability to select a location from a list of locations that have not been closed out and/or reconciled, which is generated from a batch report.				

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
	E-1-3	System shall provide the ability for the users to search and retrieve information using the following criteria. Note: The list of users shall contain all the users who have conducted transactions from that location for the respective date. <ul style="list-style-type: none"> • Date • Location • List of user identification numbers 				
	E-1-4	System shall automatically reconcile funds through a batch process and transfer all funds from the location to the respective holding account, when all transactions in the location are balanced and closed.				
Select User	E-1-5	Ability for the users to select a user from a location for all types of transactions and retrieve the following information: <ul style="list-style-type: none"> • Close out date • Location • Batch number • User identification • Status of the account (closed out/open batch/reconciled) • Payment type • Payment amount • Drawer amount • Difference in balance between drawer amount and payment amount 				
	E-1-6	System shall automatically update the status of a user to "open batch" if the user has an incomplete or open transaction.				
	E-1-7	System shall provide the ability to update the status of a user to "closed out" when a user performs the close out.				
	E-1-8	System shall automatically update the status of a user to "reconciled" when the user is reconciled.				
Transfer Funds	E-1-9	Ability for the user to transfer excess funds from location user's account to over short account when the payment amount is greater than the drawer amount.				
	E-1-10	Ability for the user to transfer required funds from over short account to location user's account. When the payment amount is less than the drawer amount.				
	E-1-11	System shall provide the ability to select a user from a specified location and transfer funds from the selected users account to the holding account. Note: Each user has to be balanced and closed out, before transferring funds.				

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
	E-1-12	System shall have the ability to transfer funds from a specified location to the holding account.				
	E-1-13	System shall have the ability to allocate reconciled funds, by transactions to their respective revenue source accounts. Note: The transaction details of funds can be retrieved from shopping cart.				
Perform Close Out	E-1-14	User shall have the ability to transfer funds from the respective user's account to holding account when a close out is performed. Note: The holding account is based on the type of funds reconciled. For example: credit card funds are transferred to "credit card holding account" and cash, check are transferred to the respective holding account.				
	E-1-15	System shall automatically allocate funds from the holding account to appropriate revenue resources, by the respective transactions.				
	E-1-16	System shall trigger a scheduled batch process that would generate a list of all incomplete and unbalanced transactions by date, user and location.				
	E-1-17	Ability to automatically generate and assign a close out number, when a close out is performed. Note: The number generated shall start from 01 and increment with any subsequent close outs on that day.				
	E-1-18	System shall alert the user, if the current "user" has an incomplete transaction and preventing the user from performing a close out.				
	E-1-19	System shall notify the user if all "DMV clerks" in a current location are not closed out.				
	E-1-20	System shall automatically generate a "close out sequence number" for any transaction which is manually closed out. The auto close is performed after 9:00 PM of the day and before 6:00 AM of the next day.				
	E-1-21	System shall trigger a scheduled batch process, that would perform the following operations: <ul style="list-style-type: none"> • Identify balanced locations • Perform close out • Transfer funds from location account to appropriate "holding account" • Generate and assign a "close out sequence number" 				

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
Add/Update Deposit	E-1-22	Ability to update the funds deposited into the bank, to respective locations and to attach them to the specified cash receipts, using the following information: <ul style="list-style-type: none"> • Date • Location • Deposit amount • Cash receipt number 				
	E-1-23	Ability for the system to automatically identify a location, whose deposit has been updated and attach the deposit to the respective cash receipt.				
	E-1-24	Ability to generate a batch report consisting of locations, whose deposit has not been updated, for a specified period of time (from date to date): <ul style="list-style-type: none"> • Location • User(s) • Close out date 				
Search Individual/Business	E-1-25	Ability for the user to search an individual or a business using one of the following or a combination of the following criteria: <ul style="list-style-type: none"> • Name of the individual/business • Social Security Number • Driver License Identification Number • Date of birth • Legal address • Mailing address 				
Retrieve Individual/Business Information	E-1-26	Ability for the system to retrieve the following information for an individual or business as a result of a search performed: <ul style="list-style-type: none"> • Name of the individual/business • Social Security Number • NH ID number • Date of birth • Legal address • Mailing address • Protested check information • Short slip information • Credit memo information • Escrow account information 				
	E-1-27	Ability for the system to retrieve a complete list of all existing protested checks for an individual or a business and display the following information: <ul style="list-style-type: none"> • Check endorsement code • Total amount due • Date 				

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
	E-1-28	Ability for the system to retrieve a complete list of all existing short slips for an individual or a business and display the following information: <ul style="list-style-type: none"> • Short slip number • Short slip amount • Status • Clerk number & information • Date created • Reason 				
	E-1-29	Ability for the system to retrieve a complete list of all existing credit memo for an individual or a business and display the following information: <ul style="list-style-type: none"> • Credit memo number • Credit memo amount • Status • Clerk number & information • Date created • Reason 				
	E-1-30	Ability for the system to retrieve a complete list of all existing escrow accounts for an individual or a business and display the following information: <ul style="list-style-type: none"> • Escrow account number • Amount in escrow 				
Search a Check	E-1-31	System shall have the ability to search for check information by one or more combinations of the following criteria: <ul style="list-style-type: none"> • Check number • Transaction number • Check endorsement code • Name of the individual/business • Social Security Number • Driver License Identification Number • Mailing address • Legal address 				
Retrieve Check Information	E-1-32	System shall retrieve the following information as a result of search performed for a check: <ul style="list-style-type: none"> • Transaction number • Transaction name • Check endorsement code • Location • Date • Time • Name of the individual/business • Social Security Number • Driver License Identification Number • Date of birth • Legal address • Mailing address • Amount 				

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
Process Protested Payments (Check and Credit Cards)	E-1-33	Ability to capture the following details of a protested check associated with the individual/business record: <ul style="list-style-type: none"> • Check information • Check returned date • Amount due • Original check/credit card charge amount • Reason code 				
	E-1-34	Ability to calculate the payment pending on a protested check (amount due = administrative fee + bank fee + payment amount on the check).				
	E-1-35	Ability to calculate the effective date of suspension for an individual/business record whose check is protested (effective date = date of check returned + 20 days).				
	E-1-36	Ability to capture a "charge back" on a credit card as a protested check and capture the following information: <ul style="list-style-type: none"> • Driver License Identification Number • Name of the transaction • Date of transaction • Location of transaction • Credit card information • Charge back date • Amount due 				
	E-1-37	System shall automatically debit funds from the "protested check account" and credit the transaction when a protested check amount is posted.				
Process Payment For "Protested Payments" (Check and Credit Card)	E-1-38	System shall provide the ability to process payment against a protested check (total payment = amount due).				
	E-1-39	System shall automatically credit the "protested check account" when a payment is received against a protested check.				
	E-1-40	System shall provide the ability to process a partial payment for a protested check when the payment amount is less than the amount due.				
	E-1-41	System shall automatically calculate amount due when a partial payment is received against a protested check and update the protested check information (new amount due = amount due - payment amount).				
	E-1-42	System shall calculate the fee due for an individual/business, who has been suspended as a result of a protested check (total payment = amount due).				

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
Update Suspension Information	E-1-43	The system shall have the ability to add a pending suspension for an individual/business, if the payment for a protested check is not received within 20 days from the check return date. The following information shall be captured while updating a suspension: <ul style="list-style-type: none"> • Name of the individual/business • Driver License Identification Number • Social Security Number • Mailing address • Legal address • Effective date of suspension • Reason code for suspension (protested check) • Privileges being suspended (registration/single registration/driver license/other) • Comments 				
	E-1-44	Ability to restore an individual on-line when a full payment has been made against a protested check.				
	E-1-45	Ability to automatically update the individual/business driver record history.				
	E-1-46	Ability for the user to allow an individual/business to perform transactions. For example: Override suspension and generate a report of all such individuals and transactions.				
	E-1-47	The system shall automatically remove the respective suspension or a pending suspension for an individual/business, if the complete payment has been received for the protested check.				
	E-1-48	Ability to automatically update the individual/business driver record history, when restored from suspension.				
Process Bulk Data Transactions	E-1-49	Ability for the user to create a new vendor account for accessing bulk data transactions and capture the following information. Note: The accumulative threshold for a bulk data vendor is the limit to the maximum amount of receivable that can be pending for a vendor. <ul style="list-style-type: none"> • Name of the vendor • Driver License Identification Number • Business registration information • Mailing address • Legal address • Telephone number • Email address • Contract information (may be a scanned document) • Accumulative threshold level 				

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
	E-1-50	Ability to process bulk data transactions and capture the following information. Note: Cumulative balance of a vendor is calculated by summing up all the pending receivable from a vendor. <ul style="list-style-type: none"> • Start date of billing period • End date of billing period • Business name • Total number of transactions • Business registration information • Amount per request • Cumulative balance 				
	E-1-51	Ability to capture and view the following contract information for a bulk data vendor: <ul style="list-style-type: none"> • Start date of contract • End date of contract • Business name • Renewal date • Price per request • Threshold amount 				
	E-1-52	Ability for the system to allow only users with supervisory privileges to view or update the contract information for a bulk data vendor.				
	E-1-53	Ability to alert the user when the "total amount due" for a bulk data vendor is greater than the "threshold amount."				
	E-1-54	Ability to request a report on all bulk data open receivables for the given time period: <ul style="list-style-type: none"> • Start date • End date • Name of the business • Numbers transactions • Total amount due 				
Calculate Fee	E-1-55	System shall automatically assess fee to individual/business whose check has been protested. The fee assessed is calculated if paid within 30 days of the date check was returned (amount due = check amount + administrative fee + bank fee). Example: The administrative fee is 5% of the check amount or \$25, whichever is greater.				
	E-1-56	System shall automatically assess restoration fee to individual/business whose privileges are suspended (amount due = amount due (prior to suspension) + restoration fee).				

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
Notification	E-1-57	Ability to generate and print a "pending suspension" notice for an individual/business whose check has been protested. The notice shall contain the following information: <ul style="list-style-type: none"> • Name of individual/business • Date of birth • Mailing address • Legal address • Reason for suspension • Suspension effective date 				
	E-1-58	Ability to automatically generate an email notification for the individual/business whose "escrow account" balance is below a set threshold. Note: Each account has a set threshold level.				
Process Unattached Funds	E-1-59	Ability to automatically make a transaction status to "unattached" through a batch process if the transaction is closed out and reconciled but the transaction is not added to cash receipt.				
	E-1-60	Ability to select a transaction whose funds are in an "unattached" status and retrieve the following information. Note: The total amount is the amount reconciled for that location on a specific date. <ul style="list-style-type: none"> • Date • Location • Users associated in the location • Transactions associated with users • Total amount 				
Close Unattached Funds	E-1-61	Ability to select a transaction from a list generated by a batch report and update the deposit received against it. The following information is captured when updating an unattached transaction: <ul style="list-style-type: none"> • Location • Date of transaction • Total amount received from bank deposit • Cash receipt number 				
	E-1-62	System shall automatically change the status of unattached funds to "closed/complete" when a deposit is updated to a transaction and thereby attaching it to the specified cash receipt.				
	E-1-63	System shall have the ability to attach an unattached transaction to the user specified cash receipt (the A-17 cash receipt report is used in the closing action generator process).				

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
Process Credit Card Payments	E-1-64	Ability for the users to retrieve the following information for any credit card transaction: <ul style="list-style-type: none"> • Date • Location • Total amount received from credit cards • Authorization number • Transaction number • User 				
	E-1-65	Ability to update funds received from a bank to a specific location and/or individual users in a location and attach the funds to the user specified cash receipt, using the following information: <ul style="list-style-type: none"> • Date • Location • Batch • User • Deposit amount • Cash receipt number 				
	E-1-66	Ability to reduce funds from "protested check account" if there is a charge back on a credit transaction.				
	E-1-67	Ability to generate an on demand report of "charge backs" on credit card transactions.				
Perform Business Office Adjustments	E-1-68	Ability to modify the type of funds in a transaction from one to another (for example "cash to check" and "check to cash." Note: System shall not allow user to commit the change if the funds are not balanced.				
	E-1-69	Ability to transfer funds from one account to another account, and capture the following information: <ul style="list-style-type: none"> • Account to be credited • Account to be debited • Amount • Reason (comment field - mandatory) 				
	E-1-70	Ability to capture comprehensive history of all business office adjustments.				
Create a Short Slip	E-1-71	System shall provide the ability for the user to create a short slip for a customer when the payment amount is less than the "amount due."				
	E-1-72	System shall automatically debit the "short slip" account for the amount the short slip is created and credit the transaction for which it is being used.				

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
	E-1-73	System shall capture the following customer information, while issuing a short slip: <ul style="list-style-type: none"> • Name of the individual/business • Mailing address • Legal address • Driver License Identification Number • Date • Batch • Location • User • Transaction name • Amount due • Payment amount • Remit amount (short slip) • Reason or comment • Status (open/closed/void/invoiced) 				
	E-1-74	System shall automatically update the status of the short slip status as "open" when a short slip is created.				
	E-1-75	System shall automatically generate a sequence number and assign it to the respective short slip.				
	E-1-76	System shall provide the ability for the user to print a short slip, if required.				
	E-1-77	Ability to search a short slip through one or more of the following criteria: <ul style="list-style-type: none"> • Short slip number • Name of the individual/business • Driver License Identification Number • Mailing address • Legal address • Date 				
Process Short Slip	E-1-78	Ability to search a short slip by using one or more of the following criteria: <ul style="list-style-type: none"> • Name of the individual/business • Mailing address • Legal address • Driver License Identification Number • Short slip number 				

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
	E-1-79	Ability to retrieve the following short slip information as a result of the search: <ul style="list-style-type: none"> • Name of the individual/business • Mailing address • Legal address • Driver License Identification Number • Date • Batch number • Location • User • Transaction name(s) • Amount due • Payment amount • Remit amount (short slip) • Reason or comment • Status 				
	E-1-80	System shall provide the user with ability to change the status of a short slip to "void." System shall credit the "short slip" account (when a short slip is voided) and debit the revenues of all transactions that are processed using the short slip. Note: All revenue accounts associated with such transactions, performed through a short slip, are debited. <ul style="list-style-type: none"> • Short slip number • Date • Time • Reason (comment field) 				
	E-1-81	System shall automatically retrieve all existing short slips for a customer. For all outstanding payments owed by the customer.				
	E-1-82	Ability for the user to match up with the existing short slip for any new transaction performed by a customer and calculate the amount due accordingly.				
	E-1-83	Ability to accept partial payment for a short slip and update the new short slip amount accordingly.				
	E-1-84	Ability for the system to automatically credit the "short slip account" when a payment has been made against a short slip.				
	E-1-85	Ability for the user to transfer a short slip to ERP as an invoice and change the status of the short slip to "invoiced."				
	E-1-86	Ability to automatically update the status as "closed" for a short slip when a payment is made in full and credit the payment to "short slip" account.				

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
Override a Short Slip	E-1-87	Ability to allow user with supervisory privileges to override a short slip and process a transaction. System must automatically restore the overridden short slip once the transaction is complete.				
Create a Credit Memo	E-1-88	System shall provide the ability for the user to create a credit memo for a customer when the payment amount is greater than the amount due.				
	E-1-89	System shall automatically create a credit in the "credit memo" account if the amount paid is greater than the amount due.				
	E-1-90	Ability for the user to capture the following customer information while issuing a credit memo: <ul style="list-style-type: none"> • Name of the individual/business • Mailing address • Legal address • Driver License Identification Number • Date • Batch number • Location • User • Transaction information • Amount due • Payment amount • Credit amount (credit memo) • Reason or comment • Status (open/closed/void/refunded) 				
	E-1-91	System shall automatically generate a sequence number and assign it to the respective credit memo.				
	E-1-92	System shall automatically credit the "credit memo" account and complete the transaction when a credit memo is issued.				
	E-1-93	System shall provide the user with the ability to print a credit memo.				
	Process a Credit Memo	E-1-94	Ability to search a credit memo through one or more of the following criteria: <ul style="list-style-type: none"> • Credit memo number • Name of the individual/business • Driver License Identification Number • Mailing address • Legal address • Date • User 			

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
	E-1-95	Ability to retrieve the following credit memo information as a result of the search: <ul style="list-style-type: none"> • Name of the individual/business • Mailing address • Legal address • Driver License Identification Number • Date • Batch number • Location • User • Transaction information • Amount due • Payment amount • Credit amount (credit memo) • Reason or comment • Status 				
	E-1-96	System shall automatically retrieve all credit memos for a customer whose status is "open."				
	E-1-97	Ability for the user to match up with the existing credit memo for any new transaction performed by a customer and to calculate the amount due for such transaction accordingly.				
	E-1-98	Ability for the system to automatically calculate and update the "credit amount" when the credit memo is used to make payment for any transaction.				
	E-1-99	Ability for the user to manually update the status of a credit memo and transfer funds to a user specified account and capture comments.				
	E-1-100	System shall automatically debit the "credit memo" account and credit the transaction for which it is being used.				
	E-1-101	Ability for the user to "void" a credit memo; debit the credit memo account to credit a user specified account and capture the following information: <ul style="list-style-type: none"> • Credit memo number • Account to be credited • Date • Time • Reason (comment field) 				
	E-1-102	Ability for the system to automatically update the status of the credit memo to "closed" when the "credit amount" is equal to zero. Note: A credit memo is considered to be closed when all funds of such credit memo are used.				

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
Override a Credit Memo	E-1-103	Ability to allow user with supervisory privileges to override a credit memo and process a transaction. System must automatically restore the overridden credit memo once the transaction is complete.				
Issue a Refund	E-1-104	The user shall have the ability to select a credit memo and generate a refund, system shall automatically update the status of such credit memo to "refunded."				
	E-1-105	System shall allow the user to initiate a refund transaction associated to a specific customer (Driver License Identification Number). No refunded monies will be disbursed by a clerk without supervisor approval. The refund process is initiated at the bureau level. When a refund is performed the transaction is debited back to the original revenue source.				
	E-1-106	Ability for user to select an escrow account and initiate a refund transaction associated to a specific customer (Driver License Identification Number). No refunded monies will be disbursed by a clerk without supervisor approval. The refund process is initiated at the bureau level. When a refund is performed the transaction is debited back to the original revenue source.				
	E-1-107	Ability to track history of refund requests.				
Create an Escrow Account	E-1-108	Ability to create an escrow account and capture the following information: <ul style="list-style-type: none"> • Name of the individual/business • Mailing address • Legal address • Driver License Identification Number • Account number • Date • Amount in escrow • Email address • Threshold amount 				
	E-1-109	Ability for the user to assign the specified account number to the escrow account.				
Search an Escrow Account	E-1-110	Ability for the user to perform a search for an escrow account using the following criteria: <ul style="list-style-type: none"> • Name of the individual/business • Mailing address • Legal address • Escrow account number • Driver License Identification Number • Email address 				

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
	E-1-111	Ability to retrieve the following information of an escrow account as a result of a search: <ul style="list-style-type: none"> • Name of the individual/business • Mailing address • Legal address • Driver License Identification Number • Date • Amount in escrow • Email address • Threshold amount 				
Update Escrow Account	E-1-112	System shall automatically debit escrow account and credit the appropriate transaction when the transaction is performed using the escrow account number.				
	E-1-113	System shall automatically send an email notification to all associated parties when the funds in the escrow account are less than a set threshold value. Note: The associated parties can be the business/vendor and personnel from business office.				
	E-1-114	Ability for the user to update the "threshold amount" of an escrow account. Note: Threshold amount is the minimum amount of funds that are allowed for an escrow account.				
	E-1-115	System shall provide the user with an ability to update the "amount in escrow" for an escrow account.				
Trigger a trial Balance	E-1-116	Ability for the user to trigger the closing action generator (on demand or a batch process) where the system shall automatically transfer funds from holding account to revenue source account. Note: The funds are distributed, using the "fee distribution table."				
	E-1-117	Ability for the user to perform adjustments in the closing action generator through business office adjustments and track complete version history and the version history shall be archived after 50 working days.				
	E-1-118	System shall automatically generate and assign a sequence number for each closing action generator that is triggered. Example: If the cash receipt number is 891782, then the closing action generator numbers can be 891782a, 891782b, 891782c.				
Generate/ Manage Cash Receipt	E-1-119	Ability for the user to generate a cash receipt from a specified closing action generator.				
	E-1-120	Ability to maintain a history of all cash receipts generated.				

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
Security Requirement Update	E-1-121	Ability to capture the following information when processing collateral funds for Financial Responsibility (security monetary amount): <ul style="list-style-type: none"> • Date received • Date of accident • Last name • First name • Mailing address • Legal address • File number identification code • Date of birth • Amount • Date security returned • Type of payment 				
	E-1-122	Ability for the user to capture the document receive date and process payment for any payment received.				
	E-1-123	Ability to maintain a history of all payments made by an individual.				
	E-1-124	Ability for users with role based access to modify payment types.				
	E-1-125	Ability to allow user with supervisory privileges to override a fee. Reason for override must be documented in the system to allow the override to occur.				
	E-1-126	Ability to adjust partial fine amount paid by a customer against the original fine amount and track history.				
	E-1-127	Ability to track history of partial payments for each violation fine amount.				
Validation	E-1-128	Ability for the software to validate payment type, clerk number, date, time and location of transaction, and printing of a receipt containing these items or printing this validation information on any document at the time of the transaction for any transaction processed.				
Accounting	E-1-129	Financial management system must follow standard debit and credit revenues recording conventions as prescribed by generally accepted accounting principles.				
	E-1-130	Financial management system must create journal entries for transactions processed.				
	E-1-131	Financial management System must have the ability to create adjusting journal entries as needed.				

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
	E-1-132	Financial management system must have the ability to be set up to automatically produce daily/weekly/monthly/yearly financial and management reports.				
	E-1-133	Must have the ability to easily create Ad Hock or On Demand type financial and management reports.				
	E-1-134	Must have the ability to allow for Data Governance to enable specified users to establish, maintain and change fee amount/codes, distribution rules, and revenue and expenditure accounts.				
	E-1-135	Must have the ability to allow for split fees to go to many different accounts based upon a flat amount or a percentage of the fee, and both.				
	E-1-136	Must have the ability to set fee structures within a specific date range.				
	E-1-137	Must have the ability to store or maintain the laws/rules for the fee structure for historical reference allowing for changes to the old/current to reflect a new law/rule for change for future fee structure/amounts.				
	E-1-138	Must have the ability to split payment: using several different forms of payment for one transaction.				
	E-1-139	A history of all fee changes shall be maintained by the system.				
Cash Drawer	E-1-140	Ability to process all current Motor Vehicle Drivers License and Financial Responsibility transaction types and collect associated fees choosing from the following payment types: <ul style="list-style-type: none"> • Credit card • Cash • Check 				
	E-1-141	Ability to add additional Motor Vehicle Drivers License and Financial Responsibility transaction types as needed.				
	E-1-142	Passes fees calculated in other Motor Vehicle Software to Financial Software with both customer and transaction information.				
	E-1-143	Supports multiple payment methods.				
	E-1-144	Accepts multiple payments from one or more customers for a single transaction, including splitting forms of payments, allowing for more than one type of payment for a single transaction.				

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
	E-1-145	Ability to allow for multiple transactions from a single customer to be combined into a single statement.				
	E-1-146	Ability to reconcile, adjust, and fund cash drawers.				
	E-1-147	Ability to sweep and transfers funds.				
	E-1-148	Configures cash drawer locations, users, defaults values, and sweep amounts.				
	E-1-149	Create statement and activity inquiries.				
	E-1-150	Generate a check report and view details about activity and statements.				
	E-1-151	Create activity and statement inquiries at an approved/authorized level.				
	E-1-152	Support additional charges not related to Motor Vehicles or the State. (Municipal Agent/city fees.)				
	E-1-153	Prepaid account look up function.				
	E-1-154	Provide visibility into cash drawers at an approved/authorized level.				
	E-1-155	Support a blind close at the counter clerk level.				
	E-1-156	Create Short Slips at the counter.				
	E-1-157	Create Credit Memo at the counter.				
Batch Process	E-1-158	Ability to process batch work from DMV customers including but not limited to dealers, lienholders, insurance companies and Marinas.				
	E-1-159	Ability to access late fees based upon the application or document file date.				

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
Non Driver License and Financial Responsibility Transaction Types	E-1-160	<p>Ability to populate and calculate fees, and process payments and credits including but not limited to the transactions listed below:</p> <ul style="list-style-type: none"> • Reinstatement of Inspection Station/Owner/Mechanic • Renew Certificate of appointment • Issue/Return Inspection Stickers • Issue duplicate Certificate of Appointment • Issue Certificate of Appointment • Approved Inspection Station changes (Change in Authorization type) • Return of unused inspection stickers for appropriate credit • Hardship Registration • All existing IRP transactions • Payment of Non Account Receivable Payments • Reinstatement of dealer or dealer owner • Renew dealer • Issue duplicate dealer or inspection licenses and registration • Number of additional plates, bow numbers issued to a dealer <p>Note: Fine amount assessed during suspension or revocation is collected during Reinstatement transaction</p>				
	E-1-161	Ability to add additional transaction types as needed.				
	E-1-162	Ability to add or change transaction codes including fee codes and revenue codes for transaction types as needed.				

E-2 Driver Licensing Requirements

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
Choose transaction type	E-2-1	<p>Ability to display the transaction types listed below based on a user's role and allow the user to select a transaction:</p> <ul style="list-style-type: none"> • New Driver License in-state (Operator/Motorcycle/Commercial) • New Driver License out-of-state (Operator/Motorcycle/Commercial) • New Non-Driver identification card • New Voter identification card • Renew Driver License (Operator/Motorcycle/Commercial) or renew Non-Driver ID card • Absentee Driver License renewal (Operator/Motorcycle/Commercial) • Duplicate Driver License (Operator/Motorcycle/Commercial) • Expedited Driver License issuance process (Operator/Motorcycle/Commercial) • Replacement Driver License (Operator/Motorcycle/Commercial) • 'At Risk' information • Commercial Driver License (CDL) maintenance • Issue Commercial Driver License (CDL) Permit • Suspend Driver License (Operator/Motorcycle/Commercial) • Surrender Driver License (Operator/Motorcycle/Commercial) • Reissue/Replacement Driver License (Operator/Motorcycle/Commercial) • School Bus Certificate • Maintain School Bus Certificate • Add Motorcycle endorsement • Issue Motorcycle permit • Voter identification card maintenance • Driver License maintenance • Address maintenance (mailing, legal and temporary) • Non-Driver identification card maintenance • Issue Temporary Driver License extension (Operator/Motorcycle/Commercial) • Non-US Citizen/Permanent Resident/Refugee/Asylee (Long term status) • Non-US Citizen/Visa Holders (Short term status) • Change of citizenship status 				

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
Search individual	E-2-2	Ability to search an individual using any or combination of the following criteria: <ul style="list-style-type: none"> • Driver License identification number • Non-Driver identification card number • SSN • EID number • Status • Date of birth • Last name • First name • Middle name • Address (mailing, legal or temporary) • Out of State License identification number • Unique internal DMV identifier number 				
	E-2-3	Ability to retrieve and view one or more individuals with the following information as a result of search and allow the user to select an individual: <ul style="list-style-type: none"> • Driver License identification number • Non-Driver identification card number • First name • Last name • Middle name • Date of birth • SSN • EID number • Driver License status (denied, active, inactive, suspended, etc...) • License type • License class • Address (mailing, legal or temporary) • Out of State License ID number • Unique internal DMV identifier number 				
	E-2-4	Ability to alert user when the user selects an individual whose license privilege status is anything other than 'valid' such as suspended, denied, revoked and disqualified.				
	E-2-5	Ability to alert user that an individual must be treated as a new applicant when their license status is "surrendered" if the driver gives up the right to drive, are in an inactive status, administrative action is being taken, and others as required.				
Image first	E-2-6	Ability to create individual, capture and retain the photo of a first time NH Driver License or Non-Driver identification card applicant regardless of success or failure of transaction.				

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
	E-2-7	Ability to capture the following information which is unique to an individual when adding to the system: <ul style="list-style-type: none"> • Last name • First name • Middle name • Date of birth • SSN • EID number • Address (mailing, legal and temporary) • Telephone number (residence, cell, work) • Email address • Remarks/notes • Date of first visit 				
	E-2-8	Ability to interface with queuing system to generate a queue number.				
	E-2-9	Ability to generate an electronic report of individuals who did not show on rejection of their application after first visit (image first). Report shall contain the following information when requested by the user: <ul style="list-style-type: none"> • Last name • First name • Mailing address • Legal address • Date of birth • SSN • Date of first visit 				

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
Add new individual	E-2-10	Ability to add new individual's personal information by capturing the following details: <ul style="list-style-type: none"> • First name • Middle name • Last name • Suffix • Date of birth • SSN • Email address • Mailing address • Legal address • Temporary address • Telephone • Sex/gender • Height • Weight • Eyes • Hair • Next of kin • Organ Donor (yes/no) • OSI - Out of State indicator • OSI - Out of State expiration date • OSI - Out of State license class • OSI - Out of State license number • Military/Veteran symbol on license • Disabled Veteran indicator (yes/no) • FPO number • APO number • Citizen/immigration status • Image waiver (yes/no) • Direct marketing waiver individual (yes/no) • Information release waiver individual (yes/no) 				
	E-2-11	Ability to alert the user if an individual's record already exists in the system to avoid creation of a duplicate record.				
	E-2-12	Ability to allow user to select "image waiver" (yes/no) for Operator, Motorcycle and Non-Driver identification card.				
	E-2-13	Ability to remove SSN after issuance of Operator and Motorcycle licenses, and Non-Driver identification cards (not available for CDL).				
	E-2-14	Ability to select type of addresses from the list below: <ul style="list-style-type: none"> • Mailing address • Legal address • Temporary address • APO or FPO address 				

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
	E-2-15	Ability to capture the following details associated with each address type: <ul style="list-style-type: none"> • Street Address line 1 (mandatory) • Street Address line 2 (mandatory) • Street Address line 3 (optional) • City (mandatory) • State (mandatory) • Zip Code (mandatory) 				
	E-2-16	Ability to be AAMVA compliant with the following: <ul style="list-style-type: none"> • CDLIS 5.3 • PDPS • SAVE • SSOLV • HAVV 				
	E-2-17	Ability to establish time validity of an address by capturing "from date" and "to date" information. Permanent address does not require "to date" whereas temporary address requires both "from date" and "to date" information.				
	E-2-18	Ability to generate a unique New Hampshire identification number for driver license and non-driver identification card applicants specific to the needs of the State of New Hampshire DMV.				
	E-2-19	Ability to generate a unique control number for new individuals being added and existing records in our system.				
	E-2-20	Ability to capture using a check box if "legal address" is same as "mailing address" then set "legal address" to "mailing address."				
	E-2-21	Ability for users with role-based access to merge identification numbers associated to an individual in the system.				
Check address	E-2-22	Ability to verify mailing address and legal address (includes city & zip codes) by using USPS interface (CASS).				

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
Add applicant's license information	E-2-23	Ability to capture the following license information: <ul style="list-style-type: none"> • License class • Original issue date (date of first NH license was issued) • Issue date • Original expiration date • Expiration date • Operator status • Restrictions • Disability • Next of kin • Duplicate license issue date • Duplicate license issue count • License status date • Moved to state • Moved to state license number • Image date • Last renewal (options are "online" and "in person") • Renewal notice date • Renewal Identification Number (RIN) 				
	E-2-24	Ability to change the expiration date based on citizenship status.				
Add applicant's prior state license information	E-2-25	Ability to capture the following prior state driver license information of an applicant: <ul style="list-style-type: none"> • Prior State name • Prior State license number • Prior State license class • Prior State restrictions • Prior State endorsements • Prior State license expiration date 				
Add applicant's appointment details	E-2-26	Ability to capture the following appointment details of an applicant: <ul style="list-style-type: none"> • Application date • Appointment type • Test • Class • Appointment location • Appointment date • Time • Endorsements • Motorcycle permit • Permit issue date • Permit expiration date 				

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
Add applicant's foreign documentation information	E-2-27	Ability to capture the following foreign documentation information of a Non-US Citizen applicant: <ul style="list-style-type: none"> • Citizen type • Receipt number • INS number • VISA type (Note: Acceptable visa types should be displayed) • Issue date • Expiration date • Country of origin • Comments 				
	E-2-28	Ability to capture using checkbox if driver record check is completed for a Non-US Citizen applicant.				
	E-2-29	Ability to view and initiate background check for all Non-US citizen applicants whose background check status is "not started". Once the background check is initiated, a detailed report (daily) containing individual, driver license and image information is generated for all Non-US citizen applicants and set the 'background check status' to 'in progress'.				
	E-2-30	Ability to capture driver education details if a Non-US Citizen applicant does not have a driver license from other US jurisdiction or home country.				

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
Maintain individual's personal information	E-2-31	Ability to modify and update applicant's personal information: <ul style="list-style-type: none"> • First name • Middle name • Last name • Suffix • Date of birth • SSN • Email address • Mailing address • Legal address • Telephone • Gender • Height • Weight • Eyes • Hair • Next of kin • Organ Donor (yes/no) • OSI - Out of state indicator • OSI - Out of state license number • Military status • Disabled veteran indicator (yes/no) • FPO number • APO number • Fleet registration • Citizenship status • Image waiver (yes/no) • Direct marketing waiver individual (yes/no) • Information release waiver individual (yes/no) 				
Maintain applicant's license details	E-2-32	Ability to modify and update an applicant's license information: <ul style="list-style-type: none"> • License class • Original issue date (date first NH license was issued) • Issue date • Original expiration date • Actual issue date • Actual expiration date • Operator status • Restrictions • Disability • Duplicate issue date • Duplicate issue count • Status date • Moved to state • Moved to state license number • Image date • Last renewal (options are "online", "in person") • Renewal notice sent date • Driver Education Instructor (yes/no) 				

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
	E-2-33	Ability to modify and update the following applicant's individual and driver information through a supervisory override: <ul style="list-style-type: none"> • SSN verified • PDPS verified • CDLIS verified • CDL 10 year history • SAVE verified 				
	E-2-34	Ability to generate report on applicants who moved to NH with license from other jurisdiction. The report shall be generated every month for each state with the following information: <ul style="list-style-type: none"> • Last name • First name • Date of birth • Driver License Number of that state • Date on which State of New Hampshire license was issued 				
	E-2-35	Ability to generate report on active driver license types, classes and restrictions.				
	E-2-36	Ability to generate a daily report of first time Non-US Citizen Driver License or Non-Driver identification card applicants who were issued a 60-day temporary.				
	E-2-37	Ability to generate a report of all Driver Licenses and Non-Driver identification cards issued during a specified date range.				
	E-2-38	Ability to generate a monthly report of all 'active' licenses by age and expiration year.				
	E-2-39	Ability to generate a monthly report (cumulative) of organ donors with the following information: <ul style="list-style-type: none"> • Driver License number • First name • Last name • Date of birth • Address of registered organ donors 				
	E-2-40	Ability to generate a weekly and an annual report of all applicants who opted for selective service registration.				

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
Maintain applicant's appointment details	E-2-41	Ability to delete and reschedule an appointment and capture the following details corresponding to an appointment: <ul style="list-style-type: none"> • Application date • Appointment type • Test • Class • Appointment location • Appointment date • Time • Endorsements • Motorcycle permit • Permit issue date • Permit expiration date 				
Maintain applicant's foreign documentation information	E-2-42	Ability to modify and update the following foreign documentation information of a Non-US Citizen applicant: <ul style="list-style-type: none"> • Citizen type • Receipt number • Insurance number • VISA type (Note: Acceptable visa types should be displayed) • Issue date • Expiration date • Country of origin • Comments 				
	E-2-43	Ability to trigger calculation of actual expiration date when applicant's Visa expiration date is updated.				

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
Retrieve applicant's personal information	E-2-44	Ability to retrieve and display the applicant's following personal information: <ul style="list-style-type: none"> • First name • Middle name • Last name • Suffix • Date of birth • SSN • Email address • Mailing address • Legal address • Telephone number • Gender • Height • Weight • Eye color • Hair color • Next of kin • Organ Donor (yes/no) • OSI - Out of State indicator • OSI - Out of State License number, class and expiration date • Military status • Disabled Veteran Indicator (yes/no) • FPO number • APO number • Fleet registration • Citizenship status • Image waiver (yes/no) • Direct marketing waiver individual (yes/no) • Info release waiver individual (yes/no) 				

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
Retrieve applicant's license information	E-2-45	Ability to retrieve and display the applicant's following license information: <ul style="list-style-type: none"> • License class • Original issue date (date first NH license was issued) • Issue date • Original expiration date • Actual issue date • Actual expiration date • Operator status • Restrictions • Disability • Duplicate issue date • Duplicate issue count • Status date • Moved to State • Moved to State License Number • Image date • Last renewal (options are "online", "in person") • Renewal notice sent date • Driver education instructor (yes/no) • Citizenship status 				
	E-2-46	Ability to retrieve and display information from all subsystems of DMV pertaining to an individual based on the NH identification number/unique identification number.				
	E-2-47	Ability to alert user by displaying an alert message when retrieving driver's information pending administrative actions such as pending suspensions or hearings.				
	E-2-48	Ability to alert user that customer's driver license is due for renewal when customer applies for a duplicate or a replacement license within six months of their driver license expiration date such that the customer has a choice to either renew their driver license or continue with duplicate or replacement transaction.				
Retrieve applicant's prior state Driver License details	E-2-49	Ability to retrieve and display applicant's following prior state license information <ul style="list-style-type: none"> • Prior State • Prior State license number • Prior State license class • Prior State license restrictions • Prior State license endorsements • Prior State license expiration date 				

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
Retrieve applicant's appointment details	E-2-50	Ability to retrieve and display the following appointment information: <ul style="list-style-type: none"> • Application date • Appointment type • Test • Class • Appointment location • Appointment date • Time • Endorsements • Motorcycle permit • Permit issue date • Permit expiration date 				
Retrieve applicant's foreign documentation information	E-2-51	Ability to retrieve and display the following foreign documentation information of a Non-US Citizen applicant: <ul style="list-style-type: none"> • Citizen type • Receipt number • Insurance number • VISA type (Note: Acceptable Visa types should be displayed) • Issue date • Expiration date • Country of origin • Comments 				
Check age	E-2-52	Ability to check if the age of an applicant is between 18 to 25 years of age and male then display the option to choose Selective Service.				
	E-2-53	Ability to check if the age of an applicant is under 16 then reject the application.				
	E-2-54	Ability to check if the age of an applicant is 16 or 17 years old then capture the driver education details and insurance details (parental consent form, SR-22 form) specific to a minor applicant.				
	E-2-55	Ability to check if the age of an applicant requesting for a commercial driver license is under 18 years then reject the application.				
	E-2-56	Ability to check if the age of an applicant is over 65 years and allow the issuance of Non-Driver ID Card as well as the Driver License				
	E-2-57	Ability to check if the age of an applicant requesting for school bus certificate is under 18 years then reject the application.				
	E-2-58	Ability to check if the age of an applicant requesting for Non-Driver ID card is under 12 years then reject the application.				

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
	E-2-59	Ability to check if the age of an applicant requesting for commercial driver license with a hazardous material endorsement is under 21 years then reject the application.				
	E-2-60	Ability to check if the age of a CDL applicant is under 21 then automatically add a 'K' restriction.				
	E-2-61	Ability to check if age of Motorcycle applicant is under 18 then automatically require motorcycle rider training course.				
Check SSN	E-2-62	Ability to trigger SSN check by interacting with SSOLV system and set the value of SSN verification as "failed."				
Capture Driver License suspension/ revocation information	E-2-63	When suspension more than 3 years then require written and road tests.				
Capture Driver License expiration date	E-2-64	Ability to run batch process and update the status to "expired" when Driver License or Non-Driver identification card is not renewed by the expiration date.				
	E-2-65	Ability to automatically set actual expiration date to that of Visa expiration date for Non-US Citizens. Note: This condition is not applicable to Permanent Residents, Asylees and Refugees even though they are Non-US citizens.				
	E-2-66	Ability to set the original expiration date of the driver license; Driver License has to expire on 5th birthday anniversary.				
	E-2-67	Ability to set the issue and expiration dates of CDL and motorcycle permits.				

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
	E-2-68	<p>Ability to set the actual expiration date of the Driver License, CDL and Non-Driver identification card using the following conditions:</p> <ul style="list-style-type: none"> • Original expiration date Applicant's 5th birthday anniversary • Original expiration date on the applicant's 21st birthday • Actual expiration date equals Visa expiration date for Non-US citizens • Temporary license (T1 Restriction): actual expiration date equals 60 days from date of issuance. • First absentee renewal (T2 Restriction): actual expiration date equals 6 months from prior original DL expiration date • Second absentee renewal (T3 Restriction): actual expiration date equals 1 year from prior original DL expiration date • Emergency duplicate license (T4 Restriction): actual expiration date equals 60 days from the date of issuance • Note: Original expiration date shall change only during renewal transaction • Actual expiration date shall never go past an original expiration date 				
Check PDPS	E-2-69	<p>Ability to trigger a PDPS check before issuance of driver license (for both Operator and Commercial), during the following transactions (in person or online):</p> <ul style="list-style-type: none"> • New driver license (Operator/Commercial) • Duplicate license • Renewal license • Replacement license • New Motorcycle permit • Add endorsements • Upgrade license • Absentee renewal • Emergency duplicate • Temporary license extension • Driver Education Certificate • School Bus Certificate 				
	E-2-70	Ability to check data for any violations associated with the applicant.				
	E-2-71	<p>Ability to check if an applicant subjected to PDPS and CDLIS check via AAMVA has a pointer then retrieve the associated pointer information for the following details:</p> <ul style="list-style-type: none"> • Conviction • Disqualification • Withdrawal 				

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
	E-2-72	Ability to generate a daily batch report of individuals rejected in a PDPS check.				
	E-2-73	Ability to trigger a PDPS check for an out of state applicant 20 days after the issuance of a 60 day temporary license (T1). If an applicant has a PDPS pointer, set the driver license status to "denied" and print a denial letter.				
	E-2-74	Ability to issue a temporary license to an applicant who has failed the PDPS check after the requests for renewal, duplicate or replacement license (supervisor override).				
Check CDLIS	E-2-75	Ability to trigger a CDLIS check for the following transactions: <ul style="list-style-type: none"> • New Driver License (Operator and Commercial) • Commercial License Permit • Motorcycle License Permit • Duplicate License (Commercial) • Renewal License (Commercial) • Maintain CDL (add/drop endorsement/upgrade/downgrade) • Replacement license (Commercial) • Absentee renewal (Commercial) • Emergency duplicate (Commercial) • Temporary license extension (Commercial) • School Bus Certificate • Driver Education Certificate 				
	E-2-76	Ability to generate a daily batch report of individuals rejected in a CDLIS check.				
	E-2-77	Ability to interface with CDLIS via AAMVA to retrieve the status information and driving history of a CDL applicant.				
Check 10 year history	E-2-78	Ability to capture the names of states where an applicant was licensed to operate in the last 10 years and send a '10 year history check' request to the states.				
	E-2-79	Ability to trigger a '10 year history check' request to the states mentioned by the applicant during a new CDL transaction.				
	E-2-80	Ability to withhold the issuance of permanent license to the applicants whose '10 year history check' is not completed.				
	E-2-81	Ability to view driver record history of an applicant sent by other jurisdictions.				
	E-2-82	Ability to update the driver license status to 'denied' if the '10 year history check' of an applicant fails.				

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
	E-2-83	Ability to maintain history of the following information with respect to a '10 year history' check in a log: <ul style="list-style-type: none"> • Date of check • Jurisdiction doing check • Total number of jurisdictions to which an inquiry is sent • Total number of jurisdictions responding and not responding to the check • A list of jurisdictions responding 				
Capture visual acuity check results	E-2-84	Ability to select the source of visual acuity check from the following: <ul style="list-style-type: none"> • Visual acuity form • DMV location 				
	E-2-85	Ability to select the type of visual acuity check from the following: <ul style="list-style-type: none"> • With corrective lenses • Without corrective lenses 				
	E-2-86	Ability to allow the user to select the results of visual acuity check from the following: <ul style="list-style-type: none"> • Pass • Fail 				
Assign test to the applicant	E-2-87	Ability to require all tests for an out of state applicant when their Driver License from other jurisdiction is expired for more than one year.				
	E-2-88	Ability to force all tests for an applicant requesting the renewal of a driver license when the current date is past 3 years of the Driver License expiration date.				
	E-2-89	Ability to force skills test every year for an applicant who has a School Bus Certificate and is 70 years of age and above.				
	E-2-90	Ability to force tests for an applicant based on requested Commercial Driver License class.				
	E-2-91	Ability to enforce visual acuity check for all applicants.				
	E-2-92	Ability to force operator knowledge test for an applicant requesting commercial driver license without an operator driver license.				
Capture Knowledge and Skills test results	E-2-93	Ability to select the type of test from the following: <ul style="list-style-type: none"> • Knowledge test • Skills test • Visual acuity check 				

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
	E-2-94	Ability to select from the following associated tests when 'Skills Test' is selected: <ul style="list-style-type: none"> • Operator skills test • Motorcycle skills test • Class A skills test • Class B skills test • Class C skills test • 'P' endorsement skills test • 'S' endorsement skills test 				
	E-2-95	Ability to require a skills test when removing an 'O' or 'L' restriction.				
	E-2-96	Ability to capture the following details associated with any selected test: <ul style="list-style-type: none"> • Date of test • License type • Class • Location • Result • Language 				
	E-2-97	Ability to select the license type from the list below: <ul style="list-style-type: none"> • Operator driver license • Commercial driver license • Motorcycle • Motor Driven Cycle • Moped • Three Wheeled Motorcycle 				
	E-2-98	Ability to select class type from the list below when license type is commercial driver license: <ul style="list-style-type: none"> • Class A • Class B • Class C 				
	E-2-99	Ability to require the inclusion of a hazardous material, Passenger or Tanker endorsement when processing a CDL class C license.				
	E-2-100	Ability to set the date on which applicant can retake failed test based on current date plus 10 days (supervisor override).				
	E-2-101	Ability to alert user by displaying a message if the applicant has failed skills test three times in a year and automatically set the 'At Risk' status to 'Active'.				
	E-2-102	Ability to select the result of the tests from the following: <ul style="list-style-type: none"> • Pass • Fail 				
	E-2-103	Ability to view history of all tests including retests, dates and their respective results for an applicant.				

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
	E-2-104	Ability to view summary of all tests, test results and test dates associated with an applicant's current driver license.				
Notify applicants	E-2-105	Ability to send renewal notifications to the applicants as per the schedule given below <ul style="list-style-type: none"> • Driver License: 60 days prior to expiration • CDL: 120 days prior to expiration • Non-Driver identification card: 60 days prior to expiration 				
Check Disability Status	E-2-106	Ability to check if an applicant has a permanent walking disability placard to qualify for a handicap vehicle registration plate. If so, set the applicant's disability status to "Yes."				
Print document	E-2-107	Ability to print the unique driver license number for a new applicant.				
	E-2-108	Ability to print a document with following details for an applicant taking a skills test: <ul style="list-style-type: none"> • First name • Middle name • Last name • Suffix • License number • License type • Class • Date of birth • Medical information • Skills test appointment • Instructions for each location • Restrictions • Endorsements 				
	E-2-109	Ability to print a 45 day motorcycle learner's permit.				
Reject application	E-2-110	Ability to display the following as reasons for rejection and allow the user to select and update the status of application as rejected: <ul style="list-style-type: none"> • SSN Check failure • Visual acuity exam failure • PDPS check failure • SAVE check failure • CDLIS check failure • CDL 10 year history check • Driving privileges suspended • Missing documentation 				

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
	E-2-111	Ability to interrupt transaction by selecting the following reason codes: <ul style="list-style-type: none"> • Customer visual acuity check form • Insufficient data • Interface check failed (PDPS, CDLIS and SAVE) • DL suspended 				
	E-2-112	Ability to run a batch process that looks for interrupt transactions which are greater than 30 days and delete the same (housekeeping).				
Capture minor applicant specific documents	E-2-113	Ability to capture using check box if the documents certified by an insurance company have been submitted by a minor applicant (under 18 years).				
	E-2-114	Ability to capture using a check box if the applicant has completed all of the driver education requirements.				
Duplicate Specific	E-2-115	Ability to display reason codes for a duplicate Driver License, CDL and Non-Driver identification card and allow user to select one from the following: <ul style="list-style-type: none"> • Lost • Stolen • Damaged 				
	E-2-116	Ability to capture and maintain the number of duplicate licenses issued to an applicant.				
	E-2-117	Ability to alert the user to stop the duplicate license transaction if the number of duplicate licenses issued to the customer is greater than three during a renewal period.				
	E-2-118	Ability to reset the duplicate license count to zero at every renewal transaction.				
Absentee Specific	E-2-119	Ability to capture if an absentee applicant requesting a renewal or duplicate license has a time restriction, and then alert the user.				
	E-2-120	Ability to capture if the visual acuity check form has been submitted by an absentee applicant before adding the time restriction.				
	E-2-121	Ability to capture and maintain the history of extensions in the case of an absentee applicant.				

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
Choose reason code for replacement license	E-2-122	Ability to display reason codes for a replacement Driver License, CDL and Non-Driver Identification card and allow user to select one or more from the following: <ul style="list-style-type: none"> • Remove restriction • Non-Driver Identification issue • Request from Financial Responsibility • Clerk error • Defective license • Add restriction • Non-US Citizen • Walking Disability • Address change • Name change • Date of birth • Expedited license • Fulfillment system error • Military expedite • Law Enforcement expedite • Organ Donor • 2 year Corrections identification card • Over 21 replacement • Veteran • Director approval 				
	E-2-123	Ability to modify the applicant's information based on the reason code selected during replacement license transaction.				
Capture 'At Risk' Information	E-2-124	Ability to select 'at risk' category from the list given below: <ul style="list-style-type: none"> • Medical • Law enforcement • Family member • Licensing examiner 				
	E-2-125	Ability to allow user to select any one or combination of tests required for an 'at risk' driver: <ul style="list-style-type: none"> • Visual acuity check • Knowledge test • Skills test 				
	E-2-126	Ability to generate notification containing details about the knowledge or skills test appointment for an 'at risk' applicant.				
	E-2-127	Ability to capture and track comments associated with an 'at risk' driver.				
	E-2-128	Ability to alert user if an 'at risk' driver request a retest after failing knowledge or skills tests three times and deny retest.				

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
	E-2-129	Ability to allow user with appropriate permissions to maintain (modify or update) 'at risk' driver information.				
	E-2-130	Ability to capture the number of times an 'at risk' driver has not shown up for the scheduled exam and set the status of the driver license to 'suspended' if the number is three.				
	E-2-131	Ability to generate batch monthly and yearly reports on 'at risk' drivers by 'at risk' category and by age.				
	E-2-132	Ability to allow supervisors to set the status of driver license from 'suspended' to 'inactive' for the following purposes: <ul style="list-style-type: none"> • Evaluation • Driver training 				
Choose reason code for surrendering Non-Driver Identification Card	E-2-133	Ability to display reason codes for surrendering Non-Driver Identification cards and allow user to select one from the following: <ul style="list-style-type: none"> • Driver License reissued • Issue new Driver License • Surrender • Full knowledge examination • Full skills examination 				
Choose reason code for issuing Non-Driver Identification Card	E-2-134	Ability to allow user to select one of the reason codes for issuing Non-Driver Identification cards from the following: <ul style="list-style-type: none"> • New • Suspension of privileges • Surrender Driver License • ALS (Administrative License Suspension) • Over the age of 65 ("Golden Age") • Department of Corrections 				
	E-2-135	Ability to set the actual expiration date to two years from the date of issuance for a Non-Driver Identification card issued by selecting reason code as "Corrections".				
Add CDL endorsements	E-2-136	Ability to add CDL endorsements by selecting from the list given below: <ul style="list-style-type: none"> • "T" Double/ Triples • "P" Passenger Transportation • "N" Liquid Bulk/Cargo Tank • "H" Hazardous Materials • "H1" (age over 21) Heating Oil Only • "S" School Buses 				
	E-2-137	Ability to print a 90 day CDL learner's permit.				

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
	E-2-138	Ability to enforce examinations for an applicant according to the endorsements selected (refer to CDLIS requirements):				
	E-2-139	Ability to enforce school bus knowledge examination for an applicant requesting renewal of Driver License with a School Bus Certificate.				
	E-2-140	Ability to alert and stop user if an applicant requests for 'S' endorsement without a 'P' endorsement.				
	E-2-141	Ability to automatically change "H1" endorsement to "H" when the age of CDL holder is under 21.				
	E-2-142	Ability to add or delete any endorsement information that may be implemented in the future.				
Add hazardous material endorsement	E-2-143	Ability to capture results of TSA clearance for hazardous material endorsements and allow user with appropriate security to add or update following information: <ul style="list-style-type: none"> • TSA code • Date cleared • Expiration date 				
	E-2-144	Ability to check if the value of 'TSA code' is zero for adding hazardous material endorsement, and alert the user to reject the application.				
	E-2-145	Ability to check the validity of the hazardous material clearance before issuing the CDL with hazardous material endorsement.				
	E-2-146	Ability to generate notifications to the applicants 120 days prior to the expiration date of the hazardous material clearance to update TSA clearance information. Notice shall serve as a reminder for hazardous material clearance renewal as well as a notice for removal of hazardous material endorsement.				
	E-2-147	Ability to automatically drop hazardous material endorsement on the hazardous material expiration date if the TSA clearance information is not updated or applicant failed knowledge test.				
	E-2-148	Ability to generate a report of all CDL drivers with hazardous material endorsement.				
	E-2-149	Ability to require hazardous material knowledge test for an applicant who has a CDL with hazardous material endorsement from other jurisdiction and for in-state renewal.				

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
Add motorcycle endorsement	E-2-150	Ability to select a class of motorcycle driver license from the list given below: <ul style="list-style-type: none"> • Motorcycle • Moped • Motor Driven Cycle • Three Wheeled Motorcycle 				
	E-2-151	Ability to enforce visual acuity check for all motorcycle license applicants.				
	E-2-152	Ability to enforce visual acuity check, knowledge (Operator and Motorcycle) and motorcycle skills tests for an applicant who does not hold any driver license issued by the State of New Hampshire.				
	E-2-153	Ability to enforce visual acuity check and knowledge test (Operator only) for an applicant requesting for 'moped' or 'motor driven cycle' endorsement who does not hold any driver license issued by the State of New Hampshire.				
	E-2-154	Ability to enforce "Rider Training Course" and parental permission for a Motorcycle Permit applicant who is under 18 years of age.				
	E-2-155	Ability to enforce motorcycle skills test for an applicant who has a motorcycle learner's permit.				
	E-2-156	Ability to issue license by conducting only visual acuity check to an applicant who has completed an approved motorcycle rider education program. The program must have been completed within one year prior to the date of issuance.				
	E-2-157	Ability to automatically set motorcycle learners permit expiration date to 45 days from the date of issuance.				
	E-2-158	Ability to automatically limit the issuance of motorcycle learner's permit to one per customer in a lifetime. In addition, alert the user to inform customer about the Motorcycle Rider Program.				
	E-2-159	Ability to allow users with supervisory privileges to select one of the following reason codes for issuing more than one motorcycle learner's permit: <ul style="list-style-type: none"> • Serious illness • Hospitalization • Out of state • Other 				

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
Capture rider education program and payment information	E-2-160	Ability to capture the following information related to "motorcycle rider education program" attended by an applicant: <ul style="list-style-type: none"> • Date of training • Motorcycle Rider Training (MRT) certificate number • Type of Motorcycle Rider Training education program 				
	E-2-161	Ability to capture student scheduling and payment information for the Motorcycle Rider Training program.				
	E-2-162	Ability to allow user to select one of the following types of Motorcycle Rider Training education program course: <ul style="list-style-type: none"> • Basic Rider Course • Intermediate Rider Course • Expert Rider Course • Returning Rider Course 				
Add restrictions	E-2-163	Ability to allow user to add the following restrictions to a driver license: <ul style="list-style-type: none"> • "A" None (Default value) • "B" Corrective Lenses • "C" Mechanical Aid • "D" Prosthetic Aid • "E" Automatic Transmission • "F" Outside Mirror • "G" Limited to Daylight only • "H" Limited to Employment • "I" Limited to Other • "J" Other • "K" CDL Intrastate Only • "L" Vehicles without Air Brakes • "O" Except Tractor Trailers • "T1" 60 Day Temporary • "T2" Six Month Temporary (Absentee Renewal or Duplicate) • "T3" Second and Final Six Month Temporary (Absentee Renewal or Duplicate) • "T4" Emergency duplicate license • "N" Class B CDL holder restricted to drive Class C school buses • "M" Class A CDL holder restricted to drive Class B school buses • Interlock device 				
	E-2-164	Ability to enforce "mechanical aid" skills test for applicants adding the "C" restriction.				
	E-2-165	Ability to waive skills test for an applicant with restrictions on the driver license issued by other jurisdiction(s).				

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
	E-2-166	Ability to automatically add 'T1' restriction when issuing a temporary license.				
	E-2-167	Ability to automatically add 'T2' restriction if an absentee applicant requesting renewal or duplicate has submitted a letter requesting same.				
	E-2-168	Ability to check if an absentee applicant requesting renewal or duplicate license has a 'T2' restriction, and then automatically add a 'T3' restriction.				
	E-2-169	Ability to check if an absentee applicant has submitted visual acuity check form before adding a 'T3' restriction, and then alert the user.				
	E-2-170	Ability to automatically add 'L' restriction when a CDL applicant does not take "air brake" knowledge test.				
	E-2-171	Ability to add or delete any restriction information that may be implemented in future.				
Remove restrictions	E-2-172	Ability to enforce skills test for an applicant requesting the removal of any CDL restriction.				
	E-2-173	Ability to automatically remove 'K' restriction for an individual when age is 21.				
	E-2-174	Ability to enforce visual acuity check for an applicant requesting for the removal of "B Restriction" (corrective lenses).				
Suspend driver license	E-2-175	The ability to prevent the issuance of a license to an applicant whose privileges are under suspension, revocation, etc.				
	E-2-176	The ability to display information relative to applicant's suspension/revocation status.				
	E-2-177	Ability to enter and automatically populate the "Interlock" restriction when required.				
	E-2-178	Ability to update the status of the driver license of an 'at risk' driver who failed knowledge or skills test three times to 'suspended'.				
	E-2-179	Ability to generate a daily report of school bus drivers whose privileges are suspended.				
	E-2-180	Ability to generate potential and pending suspension notices 30 days prior to the date of suspension of driver license.				
	E-2-181	Ability to generate a suspension letter detailing suspension in another jurisdiction and denial of permanent NH license.				

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
Reissue driver license	E-2-182	Ability to reissue Driver License by interfacing with violation subsystem and update the status to "active."				
	E-2-183	Ability to enforce all tests for an applicant whose driver license status is being reissued from either 'revoked' or 'suspended' status for more than three years.				
	E-2-184	Ability to generate a monthly report of all surrendered driver licenses.				
Upgrade CDL	E-2-185	Ability to enforce requisite tests for an applicant holding operator driver license and has CDL privileges re-instated from revocation.				
	E-2-186	Ability to maintain the history of all upgrade transactions.				
Downgrade CDL	E-2-187	Ability to issue operator driver license with applicable restrictions to a CDL holder whose CDL privileges have been revoked.				
	E-2-188	Ability to maintain the history of all downgrade transactions.				
Capture medical card information	E-2-189	Ability to capture the following medical card information: <ul style="list-style-type: none"> • Date of issue • Date of expiration • Date of privilege revocation and restoration 				
	E-2-190	Ability to retrieve the following medical card information from CDLIS, provided it is present in the status information retrieved from CDLIS: <ul style="list-style-type: none"> • CDL Medical Self Certification Code • Medical Certificate Status Code • Medical Examiner Name Group • Medical Licensing Jurisdiction Code • Medical Examiner Telephone Number • Medical Examiner License Number • Medical Examiner Specialty Code • Medical Certificate Issue Date • Medical Certificate Expiration Date • Medical Certificate Restriction Code • Driver Skills Performance Evaluation Effective Date • Driver Skills Performance Evaluation Expiration Date • Driver Waiver/Exempt Effective Date • Driver Waiver/Exempt Expiration Date 				
	E-2-191	Ability to automatically populate the medical card information provided the status information retrieved from CDLIS has medical card information.				

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
	E-2-192	Ability to allow user to enter medical card information manually if the status information retrieved from CDLIS does not contain the same.				
	E-2-193	Ability to check if the applicant's medical card information is captured before issuing the license, and alert the user to reject the application.				
	E-2-194	Ability to generate medical card reminder notices to the applicants 90 days before the expiration of medical cards.				
	E-2-195	Ability to update applicant medical card information up to 30 days after the medical card expiration date.				
	E-2-196	Ability to generate suspension notifications to the applicants 30 days after the medical card expiration date, if the medical card information is not updated.				
	E-2-197	Ability to generate suspension letters to the applicants 60 days after the medical card expiration date if the medical card information is not updated.				
	E-2-198	Ability to update an applicant's commercial driver license status to 'suspended' 60 days after the medical card expiration date if the medical card information is not updated.				
Issue temporary permit	E-2-199	Ability to allow user to issue Temporary license extensions with required supervisor permission.				
	E-2-200	Ability to allow user to choose the type of Temporary license extensions from the following: <ul style="list-style-type: none"> • First six month extension (T2) • Second six month extension (visual acuity exam required) (T3) 				
	E-2-201	Ability to withhold printing of a permanent license card when Temporary license is issued.				
Issue school bus certificate	E-2-202	Ability to capture the following details of an applicant who has a license from other jurisdiction(s) and requests a school bus certificate in the State of New Hampshire: <ul style="list-style-type: none"> • First name • Middle name • Last name • Date of birth • Out of state license identification number • Class of CDL • Restrictions • Endorsements • Other state license expiration date • Mailing address • Legal address • SSN 				

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
	E-2-203	Ability to check if the age of an applicant requesting for school bus certificate is under 18 years, then reject the application.				
	E-2-204	Ability to check the following conditions before issuing a school bus certificate and alert the user: <ul style="list-style-type: none"> • Date of receipt of application for certificate -Date of issuance of DL/CDL >=2 • If there have been three violations in the past 24 months by the applicant, reject the application 				
	E-2-205	Ability to capture and maintain the following information specific to an applicant who is a school bus driver: <ul style="list-style-type: none"> • SAU number • SAU name • Bus company identification number • Bus company name • Bus company phone number • School bus certificate issue date annually • School bus certificate expiration date annually 				
	E-2-206	Ability to automatically display the 'bus company identification' associated with the 'bus company name' entered by the user or vice versa.				
	E-2-207	Ability to search if the SAU Number captured exists in the system and alert the user.				
	E-2-208	Ability to capture the following information associated with new SAU: <ul style="list-style-type: none"> • SAU number • SAU name • Names of drivers • Bus Company name 				
	E-2-209	Ability to capture the following information when adding a new school district: <ul style="list-style-type: none"> • SAU number • Address • Telephone number • Names of the companies associated with SAU • Names of the school bus drivers associated with SAU 				
	E-2-210	Ability to retrieve a list of all school bus drivers and school bus companies associated with a SAU Number.				
	E-2-211	Ability to check if the captured school bus company name already exists in the system, and alert the user.				

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
	E-2-212	Ability to capture the following information associated with a new school bus company: <ul style="list-style-type: none"> • Bus company identification number • Bus company name • Bus company telephone number • Address • Point of Contact 				
	E-2-213	Ability to enforce knowledge test for an applicant requesting school bus certificate renewal.				
	E-2-214	Ability to enforce both knowledge and skills test for an applicant who is 70 years old or older and requesting the renewal of school bus certificate.				
	E-2-215	Ability to automatically set the expiration date of a school bus certificate to the driver license expiration date for applicants 70 or older.				
	E-2-216	Ability to annually expire the school bus certificate for an applicant whose age is 70 or older. The expiration date of applicant's school bus certificate is same as the academic year end date.				
	E-2-217	Ability to maintain history of all changes made to an applicant's school bus certificate information.				
	E-2-218	Ability to generate an automated annual report of all school bus drivers 70 years of age or older.				
	E-2-219	Ability to interface with violation subsystem and request for updates on "moving violations" of a school bus driver.				
	E-2-220	Ability to allow user with supervisory rights to view the reason code for the disqualification of a school bus driver.				
Capture roster information	E-2-221	Ability to allow user to select the result of "roster verification check" from the following: <ul style="list-style-type: none"> • Pass • Fail • Deny 				
	E-2-222	The ability to enter and recall records associated with the denial of a school bus certificate (supervisor permission).				
	E-2-223	Ability to allow user to enter comments when roster verification check result is selected as fail/deny and alert the user when issuing the certificate.				
	E-2-224	Ability to set the roster verification clearance date to be the current date by default within the current academic year.				

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
	E-2-225	Ability to define an academic year by selecting "start date" and "end date" for an academic year.				
	E-2-226	Ability to automatically create a roster information section for the following academic year on June 1st and allow user to update information.				
	E-2-227	Ability to maintain roster information and display the information of previous two academic years in a view only format.				
	E-2-228	Ability to capture all the documents related to a roster and associate them with a SAU Number.				
	E-2-229	Ability to interface with violation subsystem and update the result of roster verification as "deny" if the school bus certificate has been suspended.				
Search Driver Education School/ Instructor	E-2-230	Ability to search for a school by any or combination of the following: <ul style="list-style-type: none"> • School name • Driver license number • Location • Driver instructor name 				
	E-2-231	Ability to search for an Instructor by the following information: <ul style="list-style-type: none"> • First name • Middle name • Last name • Date of birth • Driver License number • Driver school name 				
Add new school	E-2-232	Ability to capture the following information of a school: <ul style="list-style-type: none"> • Name • Mailing address • Legal address • School telephone • School email address • School fax • School type • Organization type • Comments • School certificate number 				
	E-2-233	Ability to display the following school types and allow user to select one: <ul style="list-style-type: none"> • Commercial - High school • High school - No commercial affiliation • Commercial - No High School 				

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
	E-2-234	Ability to display the following organization types and allow user to select one: <ul style="list-style-type: none"> • Sole proprietor (DBA) • Partnership • Corporate • LLC • High School 				
	E-2-235	Ability to allow user to select the following status codes: <ul style="list-style-type: none"> • Active • Closed • Suspended • Revoked 				
Driver Education-Retrieve information	E-2-236	Ability to retrieve the following information related to schools as a result of search: <ul style="list-style-type: none"> • School name • License number • Location • School mailing address • Phone number • Email address • Last updated date 				
	E-2-237	Ability to retrieve the following information of all contacts associated with a school and allow user to select: <ul style="list-style-type: none"> • Title • Name • Home telephone • School address • Contact person address 				
	E-2-238	Ability to retrieve the following information of all vehicles associated with a school bus and allow user to select: <ul style="list-style-type: none"> • VIN • Make • Model • Model year • Registration number • State of registration 				

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
	E-2-239	Ability to retrieve the following information of all instructors associated with a school and allow user to select: <ul style="list-style-type: none"> • Last name • First name • Middle name • Mailing address • Legal address • Cell phone • Home phone • Email address • Driving Instructor certificate number 				
	E-2-240	Ability to retrieve the following payment information associated with a school: <ul style="list-style-type: none"> • Payment amount • Date received • Payment year • Payment type • Renewal (yes/no) 				
	E-2-241	Ability to retrieve the following information related to a form request associated with a school and allow user to select: <ul style="list-style-type: none"> • Date shipped • DMV substation • Start number • End number • Number of manuals • Picked up (yes/no) • Mailed (yes/no) • Quantity and type of supplies issued to schools 				
	E-2-242	Ability to retrieve the following information related to all high schools under which a school is affiliated and allow user to select: <ul style="list-style-type: none"> • High school name • Mailing address • Legal address • Telephone • Contract (yes/no) • Contract expiration date 				

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
	E-2-243	Ability to retrieve the following insurance company information associated with a school and allow user to select: <ul style="list-style-type: none"> • Agency name • Mailing address • Legal address • Policy number • Policy issuer • Policy expiration date • Telephone number • Fax number 				
	E-2-244	Ability to retrieve the list of students associated with a school by entering the following information: <ul style="list-style-type: none"> • Driving school name • High school name • License number • Name of instructor • Class type • Class location • Class times 				
	E-2-245	Ability to retrieve all the driving schools, its associated high schools and instructors added to the system in a drop down and allow user to select.				
	E-2-246	Ability to retrieve and display the following information related to the class location: <ul style="list-style-type: none"> • Name of High School • High School mailing address • High School legal address • Name of Driving School • Driving School mailing address • Driving School legal address 				
	E-2-247	Ability to retrieve and display the following information related to all the students registered for a class: <ul style="list-style-type: none"> • Name • Gender • Date of birth • Status • Certificate Number 				
Maintain driver education information	E-2-248	Ability to allow user to modify and delete information related to the following: <ul style="list-style-type: none"> • School • Contact • Vehicles • Instructor • Insurance • Class 				

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
	E-2-249	Ability to generate a monthly enrollee report of the students registered for a class with the following information: <ul style="list-style-type: none"> • First name • Last name • Middle name • Mailing address • Legal address • Telephone • Date of birth • Start date of class • End date of class • Number of hours made in a week 				
	E-2-250	Ability to generate commercial school monthly report on the students who successfully completed the education program.				
	E-2-251	Ability to generate report of all students associated with a school.				
	E-2-252	Ability to generate a list of all classes scheduled in the specified date range.				
Add new school	E-2-253	Ability to capture the following information of a school: <ul style="list-style-type: none"> • Name • Type (traditional, point reduction, etc...) • Mailing address • Legal address • Email address • Telephone • Fax • Organization type • Comments 				
	E-2-254	Ability to display the following school types and allow user to select one: <ul style="list-style-type: none"> • Commercial - High school • High school - No commercial affiliation • Commercial - No High School 				
	E-2-255	Ability to display the following organization types and allow user to select one: <ul style="list-style-type: none"> • Sole proprietary (DBA) • Partnership • Corporate • LLC • High School 				

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
	E-2-256	Ability to allow user to select the following status codes: <ul style="list-style-type: none"> • Open • Closed • Suspended • Revoked 				
Add contact information	E-2-257	Ability to capture the following contact information: <ul style="list-style-type: none"> • Title • First name • Last name • Middle name • Suffix • Primary phone number • Work telephone • Email address • Date of birth • Mailing address • Legal address 				
	E-2-258	Ability to allow user to add contact information only on entering the following details related to the school: <ul style="list-style-type: none"> • School name • License number • Mailing address • Legal address 				
Add vehicle information	E-2-259	Ability to capture the following details when adding a vehicle to the school: <ul style="list-style-type: none"> • Vehicle Identification Number (VIN) • Make • Model • Model year • Registration number • State of registration 				
Add instructor information	E-2-260	Ability to capture the following information when adding instructor information: <ul style="list-style-type: none"> • First name • Last name • Middle name • Suffix • Date of birth • Email address • Mailing address • Legal address • Contact telephone number • Driver License number • Driver License state • Certifications • Driving school affiliations 				

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
	E-2-261	Ability to capture the following information using check boxes: <ul style="list-style-type: none"> • If the criminal record check is completed for an instructor applicant • If the driver record history check is completed for an instructor applicant 				
	E-2-262	Ability to withhold user from issuing the certificate if an applicant's criminal record check and driving record history check are not completed.				
	E-2-263	Ability to capture the following information related to instructors certifications: <ul style="list-style-type: none"> • Type • Number • Issue date • Expiration 				
	E-2-264	Ability to allow users to select the following as the certification types: <ul style="list-style-type: none"> • Commercial Motor Vehicle Standard • Commercial Motor Vehicle Provisional • Secondary School Provisional • Secondary School Standard 				
	E-2-265	Ability to automatically set the instructor certificate expiration date from the conditions listed below: <ul style="list-style-type: none"> • Standard: expiration date is three years from the date of issuance • Provisional: expiration date is two years from the date of issuance 				
	E-2-266	Ability to track the progress of the process from start to completion. User will use check boxes to update completion of every step in the certification process.				
	E-2-267	Ability to track and capture the results of the knowledge test and skills test taken by the applicant. The process has to be completed from initiation in 10 business days.				
Add insurance information	E-2-268	Ability to capture the following insurance information: <ul style="list-style-type: none"> • Agency name • Policy number • Policy issuer • Policy expiration date • Mailing address • Legal address • Telephone number • Fax number 				

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
Add payment information	E-2-269	Ability to capture the following payment information: <ul style="list-style-type: none"> • Payment amount • Date received • Payment year • Payment type 				
Add form request information	E-2-270	Ability to capture the following information related to a form request: <ul style="list-style-type: none"> • Date shipped • Shipped to (Substation) • Start number • End number • Number of forms • Type of forms 				
Add high school affiliated to a Driver Education School information	E-2-271	Ability to capture the following information related to high schools under which a Driver Education school is affiliated: <ul style="list-style-type: none"> • High school • Title • First name • Middle name • Last name • Suffix • Telephone • Email address • Date of birth • Mailing address • Legal address • Account number • Driving School affiliation • Contract number • Contract expiration date 				
Add new student information	E-2-272	Ability to capture the following information related to the students registering for a class: <ul style="list-style-type: none"> • First name • Middle name • Last name • Gender • Date of birth • Mailing address • Legal address • Telephone number 				
	E-2-273	Ability to select the status of a student from the list given below: <ul style="list-style-type: none"> • Registered • Passed • Failed • Incomplete • Dropped 				

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
	E-2-274	Ability to automatically populate the following information associated with a student: <ul style="list-style-type: none"> • Class start date • Class end date 				
Various License Types	E-2-275	Ability to create other various license types (e.g. boating, hunting, fishing, firearms and professional licenses such as electrician, plumber, etc...)				

E-3 Financial Responsibility Requirements

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
Choose Transaction	E-3-1	<p>Ability to display the following transactions based on a user's role and allow the user to select a transaction:</p> <ul style="list-style-type: none"> • Process Plea By Mail (manual, e-ticketing and on-line ticket payment) • Process sanctions (suspension, revocation, denial, disqualifications) with and without underlying convictions. For example: Reciprocity, default child support, uninsured accident, etc...) • Motor Vehicle record request (certified, non-certified, insurance, driver history reports, records, notices, and accident/crash reports) • Process bulk data request • Process mail return from US Postal Service and update address • Process insurance information (filing proof of insurance, cancellations, and relief of filing) • Security requirement (monetary amount required as related to an uninsured accident) • Ignition interlock requirement • Add/Update court disposition (violation) • Add/Update annulments • Add/Update suspensions • Add/Update accident/crash information (manual and electronic via CRMS) 				
Search Individual	E-3-2	<p>Ability to search and retrieve an individual using one or more combinations of the following criteria:</p> <ul style="list-style-type: none"> • Driver License identification number • Non-Driver identification card number • Social Security Number (SSN) • Enforcement Integrated Database (EID) number • Date of birth • Last name • First name • Middle name • Address (mailing, legal or temporary) • Out of state license identification number/state of issuance • Unique internal DMV identifier number 				

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
	E-3-3	Ability to retrieve and view one or more individual's with the following information as a result of search and allow the user to select an individual: <ul style="list-style-type: none"> • Driver License identification number • Non-Driver identification card number • First name • Last name • Middle name • Date of birth • SSN • Enforcement Integrated Database (EID) number • Driver License status (denied, active, inactive, suspended, etc...) • License type • License class • Address (mailing, legal or temporary) • Out of state license identification number/state of issuance • Unique internal DMV identifier number 				
Retrieve License Information	E-3-4	Ability to communicate with driver license subsystem and display the following information driver license information: <ul style="list-style-type: none"> • First name • Middle name • Last name • Suffix • Date of birth • SSN • Email address • Mail address • Legal address • Telephone • Gender • Height • Weight • Eyes • Hair • Organ Donor (yes/no) • OSI - Out of State Indicator • OSI - Out of State License number, class and expiration date • Military • Disabled veteran indicator (yes/no) • FPO number • APO number • Fleet Registration • Citizen • Image waiver (yes/no) • Direct marketing waiver individual (yes/no) • Information release waiver individual (yes/no) 				

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
	E-3-5	Ability to view a consolidated driver history to show driver licensing and registration events.				
	E-3-6	Ability to view the driver license information and display the following license information: <ul style="list-style-type: none"> • License class • Original issue date (date of first NH license was issued) • Original expiration date • Issue date • Expiration date • Operator status • Restrictions • Disability • Duplicate issue date • Duplicate issue count • Status date • Moved to state • Moved to state license number • Image date • Last renewal (options are "online", "in person") • Renewal notice sent date • Driver Education Instructor (yes/no) 				
	E-3-7	Ability to display the driver license data for the following appointment information: <ul style="list-style-type: none"> • Application date • Appointment type • Test (knowledge and road) • Class of license • Appointment location • Appointment date and time • Endorsements • Motorcycle permit • CDL permit • Permit issue date • Permit expiration date 				

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
Add New Individual	E-3-8	Ability to add new individual's personal information by capturing the following details: <ul style="list-style-type: none"> • First name (mandatory) • Middle name (optional) • Last name (mandatory) • Suffix (optional) • Date of birth (mandatory) • SSN (optional) • Mail address (mandatory) • Legal address (optional) • Temporary address (optional) • Telephone (optional) • Sex/Gender (mandatory) • OSI - Out of State Indicator (optional) • OSI - Out of State Expiration Date (optional) • OSI - Out of State License Class (optional) • OSI - Out of State License Number (optional) • FPO number (optional) • APO number (optional) • Information release waiver individual (yes/no) (optional) • Direct Market Waiver indicator (yes/no) (optional) 				
	E-3-9	Ability to alert the user if an individual's record already exists in the system to avoid creation of a duplicate record. Criteria to match against to include, but not be limited to: <ul style="list-style-type: none"> • Name • Date of birth • SSN 				
	E-3-10	Ability to select type of addresses from the list below: <ul style="list-style-type: none"> • Permanent mailing address • Legal address • Temporary mail address 				
	E-3-11	Ability to capture the following details associated with each address type: <ul style="list-style-type: none"> • Street address line 1 (mandatory) • Street address line 2 (optional) • City (mandatory) • State (mandatory) • Zip Code (mandatory) 				
	E-3-12	Ability to establish time validity of an address by capturing "from date" and "to date" information for temporary addresses only. Note: System generated notices shall reference the "active" address.				
	E-3-13	Ability to generate a unique internal DMV identification number for new individuals being added to the system.				

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
	E-3-14	Ability to capture using a check box if "legal address" is same as "mail address" then set "legal address" to "mail address."				
Update Individual Information	E-3-15	The system shall have the ability to add and indicator Probation of Violation (PVS) code to an individual's record received from the Department of Corrections. Note: Tapes are received via File Transfer Protocol (FTP) from the Department of Corrections. The system shall run an overnight batch processes to update PVS code to an individual's records.				
	E-3-16	Ability for users to add/update a "PVS" code to an individual's record received from the correction tapes. Note: List of these individuals will be a part of the error report being generated for those individuals with no match found in the NH database.				
	E-3-17	The system shall have the ability to update the status of the Violation on Probation (VOP) indicator (yes/no) when new violation information is added into the record of an individual already under probation.				
	E-3-18	Ability for users to update the following information associated to an individual: <ul style="list-style-type: none"> • First name • Middle name • Last name • Suffix • Date of birth • SSN • Mail address • Legal address • Temporary address • Telephone • Sex/gender • OSI - Out of State indicator • OSI - Out of State expiration date • OSI - Out of State license class • OSI - Out of State license number • FPO number • APO number • Information release waiver indicator (yes/no) • Direct market waiver indicator (yes/no) 				
	E-3-19	Ability for the system to automatically alert a user when an individual is retrieved in any subsystems when a suspension, revocation, disqualification and/or denial are added to an individual for any and/or all privileges.				
	E-3-20	Ability for users with role based access to merge identifications associated to an individual in the system.				

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
Add Summons Information (Plea by Mail)	E-3-21	Ability for users to select the reason code (text) or NH RSA for a violation, while adding citation information from a list of violation codes in APPENDIX E-3.1: <i>Financial Responsibility - Violation Code Table</i> . Manual, electronic via E-Ticketing or On-Line Ticket Payment Process.				
Add Summons Information (Plea by Mail)	E-3-22	Ability to add citation information from the defendant/law enforcement officer's copy of citation (manual, electronic via E-Ticketing or On-Line Ticket Payment process): <ul style="list-style-type: none"> • Court reference number • Citation number (currently defined by century + alpha/numerical reference) • Reason code (Native Code/NHRSA) • Issue date • Violation date and time • Violation level (violation, misdemeanor, felony) • Conviction date • Plea (Guilty, Not Guilty, No Lo Contendere) • Finding (Guilty, Not Guilty, Placed on File With or Without Finding, Dismissed, etc.) • Fine amount owed • Amount paid • Time/partial payment • Commercial Vehicle (yes/no) • 16+ passenger vehicle type (yes/no) • Hazardous Materials (yes/no) • Individual/defendant ticket copy received (yes/no) • Individual/defendant copy receive date • Police copy received (yes/no) (manual or electronic) • Police copy receive date • Police department/troop barracks (from a drop down list) • Officer/troop badge number • Law enforcement jurisdiction • Law enforcement state • Sentence/details • Vehicle plate type (interface to the MAAP system for NH registrations) • Vehicle plate number (interface to the MAAP system for NH registrations) 				
	E-3-23	Ability for a user with appropriate security (Supervisor) to add a PBM record associated to court reference ID D PB to an individual's record, when an individual pleads guilty and neither the individual nor LE copy of the citation is available to the user at the time of processing the transaction. (Manual)				

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
Update Summons information (Plea by Mail)	E-3-24	<p>Ability to modify/update citation information as per the law enforcement officer's copy of the citation (manual, electronic via E-Ticketing or On-Line Ticket Payment Process):</p> <ul style="list-style-type: none"> • Court reference number established for Department of Safety (Examples: D93, DET, DEP, and DPB) • Citation number • Reason code • Issue date • Violation date and time • Violation level (violation, misdemeanor, felony) • Conviction date • Plea find (Guilty/Not Guilty/No Lo Contendere) • Fine amount • Amount paid • Time/partial payment • Commercial vehicle (yes/no) • 16+ passenger vehicle (yes/no) • Hazardous materials (yes/no) • Individual/defendant ticket copy (yes/no) • Police copy (yes/no) (manual or electronic) • Police copy receive date • Police department/troop barracks (from a drop down list) • Officer/troop badge number • Law Enforcement Jurisdiction • Law Enforcement State • Sentence Details • Vehicle Plate Type (interface to the MAAP system) • Vehicle Plate Number (interface to the MAAP system) 				

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
	E-3-25	Ability to update/capture the following information into an individual's record as a result of a court disposition, when an existing PBM record exists and a Not Guilty Plea was entered: <ul style="list-style-type: none"> • Citation number (original PBM reference) • Docket number and charge identification number (mandatory) • Court reference • Reason code (native code/NHRSA) • Issue date • Violation date • Conviction date • Plea (Guilty/Not Guilty/No Lo Contendere) • Finding (Guilty/Not Guilty/No Lo Contendere) • Fine amount • Amount paid • Time payment • Commercial vehicle (yes/no) • 16+ passenger vehicle (yes/no) • Hazardous materials (yes/no) • Individual copy (yes/no) • Police copy (yes/no) (manual or electronic) • Police copy receive date • Police department/troop barracks (from a drop down list) • Officer/troop badge number • Law enforcement jurisdiction • Law enforcement state • Appeal date • Appeal type • Department of Safety receive date • Sentence details • Fee (yes/no) • Delete/annul 				
	E-3-26	Ability for the user (Manual or Automated) to update the following information associated to a citation when an individual pleads Guilty or No lo Contendere: <ul style="list-style-type: none"> • Plea (Guilty/ No lo Contendere) • Payment received date • Amount paid 				
	E-3-27	The system shall prompt the user to enter a court reference when an individual enters a plea of Not Guilty to a PBM citation.				

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
Add Sanction (Suspension/ Revocation/ Disqualification / Denial)	E-3-28	Ability to capture the following information when adding a sanction to an individual's record that may or may not be linked to a court conviction (Note: A list is contained in APPENDIX E-3.1: <i>Financial Responsibility - Violation Code Table</i>). <ul style="list-style-type: none"> • Date of conviction • Reason code (native code/NH RSA) • Law enforcement jurisdiction • Law enforcement state • Privileges being suspended (check box - DL, Registration) • Duration (days, months, years, indefinite) • Effective date • Is it consecutive (yes/no) • Probation duration • Probation start date • Is probation consecutive (yes/no) • Abeyance duration • Abeyance start date • Is abeyance consecutive (yes/no) • Insurance required (yes/no) • Security Required (yes/no) • Hazardous materials (yes/no) • 16+ passenger vehicle (yes/no) • Commercial vehicle (yes/no) • Requirements (ignition interlock, proof of insurance, etc...) • Court code/name • Court docket number • Court charge identification number • Police department/troop barracks (drop down list) • Officer/troop badge number 				
	E-3-29	Ability for system to generate suspension record and notice whenever an SR-26 (Certificate of Cancellation) has been entered.				
	E-3-30	Ability for users to select the type of sanction from the list: <ul style="list-style-type: none"> • Suspension • Revocation • Warning • Probation • Held in Abeyance • Disqualification • Denial of Driver License application 				
	E-3-31	Ability for users to select the type of privilege associated to a sanction while adding suspension to an individual's record: <ul style="list-style-type: none"> • License class • Registration (full and/or single) • Both driver license and registration 				

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
	E-3-32	Ability for users to select from the following information, while adding suspension to an individual's license/registration privilege: <ul style="list-style-type: none"> • License type (Operator, CDL, School Bus Certificate) • License class • Endorsements • Registration plate number • Registration plate type • Vehicle identification number 				
	E-3-33	The system shall have the ability to interface with the MAAP system and display all registrations associated to an individual or a business and allow the user to select a specific registration for suspension (single registration suspension) or suspend all registrations for the individual or business.				
	E-3-34	Ability for users to suspend a registration in "expired" status such action shall be applied to/linked to the vehicle identification number to prevent further transactions related to this vehicle.				
	E-3-35	Ability for users to add the effective date and duration, while adding suspension to an individual's record.				
	E-3-36	Ability for users to add multiple suspensions to an individual's record.				
	E-3-37	Ability for the system to automatically populate the suspension end date based on the effective date and duration of suspension entered by the user (end date of suspension = effective date of suspension + duration).				
	E-3-38	Ability for system to generate a notice of suspension either on-line or via batch process and produce a printed and electronic retained image of the document.				
	E-3-39	The system shall have the ability to identify specific requirements that in accordance with NH law must be completed prior to restoration (example: DWI conviction - requirements include: proof of completion of an impaired driver education program, filing proof of insurance, surrender of NH license, timed period of revocation/suspension). Additional requirements may also be included and linked to the sanction.				
	E-3-40	Ability for the user to add requirements to be met by an individual while adding or updating suspension information associated to the individual.				

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
	E-3-41	The system shall have the ability to alert the user to enter the following information, if an insurance requirement has been entered or is required and the individual is not already required to file proof of insurance: <ul style="list-style-type: none"> • Effective date (date proof of insurance was mandated. Examples: DOS hearing date, date of accident, date of conviction, etc.) • Insurance duration (drop down list: 3 years, 5 years, other) 				
	E-3-42	The system shall have the ability to alert the user to enter the following information, if a security requirement has been entered: <ul style="list-style-type: none"> • Accident/crash number • Date of accident/crash • Security monetary amount • Type of damage (property, medical) • Reference for claimant (attorney's name, insurance provider, etc.) 				
	E-3-43	Ability to automatically suspend an individual whose privilege is not already suspended/revoked/disqualified with a default record related to either a PBM citation or a NH court under the following conditions: <ul style="list-style-type: none"> • Suspension date = default date +30 days (for in-state drivers) • Suspension date = default date +60 days (for out-of-state drivers) 				
	E-3-44	Ability to automatically suspend an individual whose privilege is already suspended/revoked/disqualified with a default record related to either a PBM citation or a NH court.				
	E-3-45	The system shall have the ability to alert users to enter the "docket number" of a previous suspension, while adding consecutive suspensions to an individual's record.				
	E-3-46	Ability to automatically populate the suspension end date in case of consecutive suspensions based on the effective date and duration of the new suspension (effective end date of suspension = effective end date of previous suspension + duration of new suspension).				

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
	E-3-47	The system shall automatically suspend an individual's driving privilege if current date = effective date of suspension. The privilege to be suspended would be entered by the user at the time of adding summons/violation information. Note: Privileges that can be suspended: <ul style="list-style-type: none"> • License class • Registration (full and/or single) • Both license and registration 				
	E-3-48	Ability for system/users to suspend single registration plates of NH business's under default status. Note: At present, single registrations of companies cannot be suspended directly.				
	E-3-49	The system shall have the ability to suspend generate an amended notice associated to mail returned from the USPS indicating reason for return as forward new address. The amended notice shall generate only after the mailing address has been updated. The effective date of the action shall not change.				
	E-3-50	Ability for the user to add suspension information received from a court disposition.				
	E-3-51	Ability for user to add multiple requirements to a specific suspension associated to an individual.				
	E-3-52	Ability to enter a sanction that does not have an associated conviction record into the system (examples include but not limited to reciprocity, default child support, protested checks, etc.).				
	E-3-53	The system shall have the ability to automatically suspend an individual who is under pending suspension, when the individual fails to meet a requirement against his record by the effective suspension date.				
	E-3-54	System shall have the ability to automatically suspend an individual's license 30/33 days from the date of notification of suspension. Note: This requirement applies to Administrative License Suspensions; 30 days when an individual submits to a breath test, 33 days when he submits to a blood test.				
	E-3-55	The user shall be able select (drop down list) the method in which the security requirement related to an uninsured accident suspension was met: <ul style="list-style-type: none"> • Post accident monetary damages with the Department of Safety, DMV • Proof of payment in full • Proof of conditional release • Bankruptcy 				

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
	E-3-56	The system shall have the ability to communicate pending suspension/revocation/disqualification actions to Driver Licensing and Registration/Title (MAAP) systems.				
	E-3-57	Ability to automatically populate the suspension end date based on the effective date and duration of suspension entered by the user (end date of suspension = effective date of suspension + duration).				
	E-3-58	The system shall have the ability to automatically populate the suspension end date in case of consecutive suspensions based on the effective date and duration of the new suspension (effective end date of suspension = effective end date of preceding suspension + duration of new suspension).				
Update Suspension Information	E-3-59	<p>Ability to capture the following information when updating an existing sanction that may or may not be linked to a court conviction (Note: A list can be found in APPENDIX E-3.1: <i>Financial Responsibility - Violation Code Table</i>).</p> <ul style="list-style-type: none"> • Date of conviction • Reason code (native code/NH RSA) • Law enforcement jurisdiction • Law enforcement state • Privileges being suspended (check box: Driver License, Registration) • Duration (days, months, years, indefinite) • Effective date • Is consecutive (yes/no) • Probation duration • Probation start date • Is probation consecutive (yes/no) • Abeyance duration • Abeyance start date • Is abeyance consecutive (yes/no) • Insurance required (yes/no) • Security required (yes/no) • Hazardous materials (yes/no) • 16+ passenger vehicle (yes/no) • Commercial vehicle (yes/no) • Requirements (ignition interlock, proof of insurance, etc...) • Court code/name • Court docket number • Court charge identification number • Police department/troop barracks (from a drop down list) • Officer/troop badge number • Delete/annul 				

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
	E-3-60	Ability for supervisor to update/amend the effective date of a sanction. The system shall prompt the clerk to enter a reason for the extension and/or authority under which the action is authorized. An amended notice will be generated confirming the action.				
	E-3-61	Ability for the users (manual or automated) to update the sanctions (records) upon satisfactory completion of all requirements (payments and / or receipt of documents) by indicating the requirement to have been either: restored or rescinded.				
	E-3-62	Once all requirements associated to a sanction have been met and if no other sanctions exist against the privilege the system shall generate and print a formal notice of restoration/rescind. The notice shall contain references to each of the sanctions that have been satisfied, the time of day the letter printed, the individual's full name (first, middle, last, suffix), mailing address, etc. An electronic of this document shall be retained.				
	E-3-63	The system shall have the ability to automatically update suspension information into an individual's driver history record.				
	E-3-64	Ability for users to update the suspension associated to a defaulted individual's record upon satisfactory completion of all requirements (payments and documents).				
	E-3-65	Ability for the user/system to add/update concurrent suspensions into an individual's suspension record.				
	E-3-66	The system shall have the ability to update the registration status for an individual vehicle to valid (not suspended/revoked) when an application for hardship registration has been processed. Such action will not remove/update the status of other single registrations for the individual.				
	E-3-67	The user shall have the ability to identify specific vehicles/registrations associated to a Hardship Registration as not under suspension/revocation. The status of hardship registration should only be removed when the individual's registration privilege is fully restored.				
	E-3-68	Ability to update/restore registration privilege of an individual upon approval of a hardship application Note: This requirement is applicable only if all registrations associated to an individual have been suspended.				

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
	E-3-69	System shall have the ability to automatically assess driver points based on the reason code selected for the violation.				
	E-3-70	Ability for users to update driver points into an individual's driving record based on a court disposition.				
	E-3-71	System shall have the ability to maintain points records associated to an individual on file for three calendar years from the violation date.				
	E-3-72	Ability for users to capture driver course information undertaken by an individual, into the individual's records, even without a conviction.				
	E-3-73	Ability for users to capture the following information as part of a driver course completed by an individual: <ul style="list-style-type: none"> • Type of course taken (drop down menu) • Course date (drop down menu) • Name of institute (drop down menu) • Location of the institute • Certificate number (optional) 				
	E-3-74	Ability for users to select the type of course taken by an individual from the types of courses listed below: <ul style="list-style-type: none"> • Safe driver course • Driver attitude program 				
	E-3-75	Ability to include the following information, related to the courses that can be taken for points reduction, as part of an individual's driver record: <ul style="list-style-type: none"> • History of courses taken: <ul style="list-style-type: none"> • Course type • Course completion date 				
Assess Driver Points (Demerit Points)	E-3-76	The system shall automatically purge points associated to a conviction record three calendar years from the violation date.				
	E-3-77	The system shall have the ability to automatically access driver (demerit) based upon the reason code associated to a conviction/offense (violation).				
	E-3-78	The system shall have the ability to generate a notice to an individual whenever points are applied to an individual's record (based upon conviction).				
	E-3-79	Ability for users with role based access to manage (add/update) points associated to a specific with conviction/violations.				
	E-3-80	The system shall automatically update driver points based on annulment information updated into an individual's records.				

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
Add Violation Information	E-3-81	Ability to capture the following violation information associated to an individual's record following the receipt of information (conviction, default, etc.) from NH or Out-of-State Court (District, Circuit, Superior, Administrative): <ul style="list-style-type: none"> • Court reference number • Citation number • Reason code • Issue date • Violation date and time • Violation level (violation, misdemeanor, felony) • Conviction date • Plea (Guilty/Not Guilty) • Find (Guilty/Not Guilty/No Lo Contendere/Nol Pros, Dismissed, etc.) • Fine amount • Amount paid • Time payment • Commercial vehicle (yes/no) • 16+ passenger vehicle (yes/no) • Hazardous material (yes/no) • Individual copy (yes/no) (PBM only) • Police copy (yes/no) • Police copy receive date • Police department/troop barracks (drop down list) • Officer/troop badge number • Law enforcement jurisdiction • Law enforcement state • Sentence/details • Plate type • Plate number • Administrative fee paid (yes/no) • Appeal date and type • CDL indicator • Court docket number • Charge identification 				
	E-3-82	The system shall automatically update an individual's violation record with citation, payment information, when an individual pleads guilty or nolo contendere to a Plea by Mail citation, the fine has been paid in full, and both the individual/defendant copy and Law enforcement copy have been indicated as received.				
	E-3-83	The system shall automatically update an individual's violation record with citation, payment information, and court disposition associated to a Plea By Mail citation that an individual plead not guilty to.				

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
	E-3-84	System shall have the ability to maintain an individual's violation record on file based on the following information associated with the violation (Note: Retention Period is established in accordance with NH Laws and Federal Regulations): <ul style="list-style-type: none"> • Type of offense (reason code/NH RSA) • License class (Operator vs. Commercial) 				
Update Violation Information	E-3-85	Ability to view and update the following violation information associated to an individual's record: <ul style="list-style-type: none"> • Violation information • Citation number • Docket number • Docket or charge • Reason • Violation date • Conviction date • Document receive date • Plea (Guilty, Not Guilty, No Lo Contendere) • Finding (Guilty, Not Guilty, No Lo Contendere) • Fine amount owed and fine amount paid • Time payment (yes/no) • Non-NH state • Court name • Commercial vehicle (yes/no) • Hazardous materials (yes/no) • 16+ passenger vehicle (yes/no) • Appeal date • Type of appeal • Disposition type • Suspension add (yes/no) • Sentence details • Delete/annul • Police department/troop barracks (drop down list) • Officer/troop badge number 				
	E-3-86	Ability to update violation information into an individual's record while the individual is under probation.				
	E-3-87	The system shall have ability to maintain the history of a summons, violation. This information should be available to users with role based access/security.				
	E-3-88	Ability for users with role based access to remove (delete) a violation associated to an individual's record, based on information received from a court or law enforcement agency. The user will be required to select a reason for the action. A daily report of deleted violations shall be available.				
	E-3-89	Ability for users with role based access to remove a violation associated to an individual's record, based on an annulment received from a court.				

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
Rescind Record	E-3-90	Ability for users to rescind an individual's suspension based on a court disposition.				
	E-3-91	Ability to rescind and purge an individual's suspension after payment of total fine amount due for a Plea by Mail citation is received prior to the effective date of the suspension (sanction). Note: This requirement is also applicable if the payment received date for a fine is the last date for payment of fine but is processed the next day by the user.				
	E-3-92	The system shall automatically update the individual's violation information and the status of specific privilege(s) after suspensions have been rescinded from an individual's record.				
Create Default Record	E-3-93	The system shall have the ability to automatically create a default and suspension record for an individual who: <ul style="list-style-type: none"> • Fails to respond with a signed plea of not guilty to a Plea by Mail citation within 40 days of the issuance date • Fails to pay the total fine amount due within 40 days of the citation date when the individual pleads guilty or nolo contendere to a Plea by Mail citation 				
	E-3-94	Once a Plea by Mail citation is placed in default a new financial record associated to the \$50 administrative fee shall be created and added to the original fine amount owed. A suspension record shall generate to advise the individual of the default status, the addition of the administrative fee, and the original fine amount.				
	E-3-95	The system shall have the ability to automatically place a defaulted individual under pending suspension.				
	E-3-96	Ability for users (manual or automated) to update the default status from an individual's driver record, once the total amount due (original fine amount + \$50 administrative fee) has been paid.				
	E-3-97	Ability for users to change the status of a defaulted individual from "default" to "continued" if the defaulted individual pleads not guilty to a Plea by Mail citation. The system shall not allow the user to collect the administrative fee rather an indicator will be sent to inform the court of the default status. The court shall be responsible for collecting the fee.				

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
Close out Plea by Mail Citation	E-3-98	System shall have the ability to automatically perform closeout on an individual's record if the law enforcement copy of a Plea by Mail citation not received 90 days after individual's copy of the same Plea by Mail citation has been entered into the system with a plea of not guilty, guilty or nolo contendere indicated. The system shall place comment on the record indicating "close w/out PD copy."				
	E-3-99	Ability for users to manually close out any Plea by Mail citation. Note: The users shall be able to perform a close out on a citation when an individual pleads guilty and law enforcement and individual copy of citation are received.				
	E-3-100	Ability for users to select the type of Administrative License Suspension (ALS), while adding an individual's ALS information into the system. The types of ALS are: <ul style="list-style-type: none"> • Felony • Standard • Commercial vehicle 				
Add Administrative License Suspension	E-3-101	Ability to capture the following information as part of ALS information into the system: <ul style="list-style-type: none"> • First name • Middle name • Last name • Suffix • Date of birth • SSN • Email address • Legal address • Telephone • Date of arrest • Date of service • Control number-shown on form (mandatory) • Police department (numerical reference) (mandatory) • Police badge number • Failure to submit (yes/no) • License received (yes/no) • Submitted to test (yes/no) (mandatory) 				
	E-3-102	The system shall have the ability to prompt the user to enter one of the following reasons or reason codes if the "license received" field has been marked with an "N": <ul style="list-style-type: none"> • Expired • Did not surrender/submit • Not in possession • Out of state operator 				

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
	E-3-103	The system shall have the ability to prompt the user to update the following information if the "submitted to test" field has been marked "Y" by the user: <ul style="list-style-type: none"> • Percentage of Blood Alcohol Content (BAC) • Results received date 				
	E-3-104	The system shall have the ability to create a conviction record associated to an ALS. This conviction record shall not be shown on a NH driver record report but will in accordance with Federal Requirements be sent electronically to other states as an underlying conviction.				
	E-3-105	Ability for users to update suspension information received from a Bureau of Hearings disposition into an individual's violation record. Note: This requirement is for ALSs that have been partially dismissed awaiting conviction by Bureau of Hearings.				
Add Insurance information	E-3-106	Ability for the system to post whether an individual is required to file proof of insurance (SR-22) to an individual's driving record.				
	E-3-107	Ability to capture and view the following information as part of insurance information associated with a specific driving record: <ul style="list-style-type: none"> • Violation, hearings or crash reference number • Filing effective date • Filing end date • Insurance provider (NAOIC number/name) • Policy number • Cancellation date • Effective date of policy • Policy type (owner, operator) or bond 				
Update Insurance information	E-3-108	The system shall have the ability to prompt the user to extend the filing period if the individual already has an SR-22 while updating/adding an SR-22 requirement as part of a new conviction, hearing or administrative action. Notices generated under this condition shall reference the requirement and indicate that the date of eligibility for relief of filing has been extended.				
	E-3-109	Ability for users to add/update SR-22 requirements to an individual's record, if the individual has been involved in an uninsured crash.				

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
	E-3-110	Ability to update the following information as part of insurance information associated with a specific driving record: <ul style="list-style-type: none"> • Violation, hearings or crash reference number • Effective date of the policy • Document received date • Filing end date • Carrier code • Status code • Policy number • Cancel date • Policy type • Date of last update 				
	E-3-111	Ability for user with role based access/security to delete an insurance requirement and associated information. System shall prompt user to enter reason for the deletion.				
	E-3-112	A daily report shall be generated that identifies those individuals that are eligible for relief of filing.				
	E-3-113	The system shall automatically generate a notice to individual to advise them that they are no longer required to file proof of insurance. Insurance status has been updated to reflect "relieved of filing proof of insurance."				
	E-3-114	Ability to update an SR-22 end date on an individual's record when certain convictions are entered. (Examples include but not limited to convictions for: DWI, Reckless Operation, Conduct After/Leave Scene of an Accident, Taking without Owner's Consent, etc.).				
	E-3-115	The system shall have the ability to automatically suspend an individual who fails to meet an SR-22 requirement within 21 days of the entry/processing of an SR-26 (Certificate of Cancellation).				

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
Driver History Record	E-3-116	Ability to capture the following information while processing a request for a "Certified Copy of Driver History": <ul style="list-style-type: none"> • NH Driver License Number or Unique Identifier • First name • Last name • Date of birth • Type (Select) <ul style="list-style-type: none"> • Insurance purpose; not certified: current date - 5 Years • Certified: current date - 10 years • Non-certified: current date - 10 years • Print Type <ul style="list-style-type: none"> • Online • Batch • Opt In/out • Date of request • Name of requestor • Attention to • Address of the requesting agency • Fee amount due 				
	E-3-117	The system shall have the ability to retrieve driver history of an individual entered by the user into the system.				
	E-3-118	Ability to alert user while trying to process a request for an individual's driver history, if the individual has chosen to "opt out" of a driver history record request.				
	E-3-119	Ability for users to change the status of an individual who has opted out while processing a certified copy of driver history record request. Once the record has been generated the system will default back to "opt out" is equal to "yes."				
Update Insurance information	E-3-120	Ability for users to capture the reason for changing the status of an individual who has opted out while processing a certified copy of driver history record request from a drop down list.				
	E-3-121	Ability for users with role based access to view history of a driver record while processing a certified copy of driver history record request.				

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
	E-3-122	The system shall prompt the user to select the reason from a drop down menu for waiving the fee for a driver history record, copy of notice (suspension and/or restoration), or copy of an accident report from the list in APPENDIX E-3.2: <i>Financial Responsibility - Waiving Of Fees Table</i> . Reasons include yet not limited to the following examples: Clerical error, computer error, Military Recruiter, Law Enforcement, Federal / Government Investigation, etc.).				
Submit/Receive Driver History Record Request	E-3-123	Ability to capture the following information while processing a request for a "certified copy of a business history" record, notice or accident/crash report: <ul style="list-style-type: none"> • Corporate name • Trade name • Legal address • Mailing address • Date of request • Requesting agency • Address of the requesting agency • Fee amount due 				
	E-3-124	Ability for users with role based access to view history of a business history record while processing a certified copy of business history record request.				
	E-3-125	The system shall prompt the user to select the reason from a drop down menu for waiving the fee for a certified business history record, copy of notice (suspension and/or restoration), or copy of an accident report from the list in APPENDIX E-3.2: <i>Financial Responsibility - Waiving Of Fees Table</i> . Reasons include yet not limited to the following examples: Clerical error, computer error, Military Recruiter, Law Enforcement, Federal / Government Investigation, etc.).				

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
Retrieve Driver History Record	E-3-126	Ability for users with role based access to retrieve and view the following information associated to an individual's driver history record: <ul style="list-style-type: none"> • First name • Middle name • Last name • Suffix • Date of birth • SSN • Email address • Legal address • Telephone • Opted out (yes/no) • Convictions • Suspensions • Restorations • Accidents • Date of completion of safe driver course • Date of completion of defensive driver attitude program • Insurance filing status • Department of Safety Bureau of Hearings information 				
	E-3-127	The system shall have the ability to display the total number of points accrued by an individual as part of an individual driver record.				
Update Individual Driver Record	E-3-128	Ability for the user to update individual's driver record when a "Certified Copy of Driver History" is issued with the following details: <ul style="list-style-type: none"> • Date of issue • Requisition agency 				
	E-3-129	Ability to update the driver record based on any new event of a hearing, accident, violation, conviction, default, suspension or restoration.				
Process Bulk Data Request	E-3-130	The system shall have the ability to receive driver record requests electronically via an FTP batch process/online request and respond with driver record information.				
	E-3-131	The system shall have the ability to capture the below information with respect to a driver record request received as part of bulk data processing: <ul style="list-style-type: none"> • Requesting agency • Individual information (whose record has been requested) • Request received date and time 				
	E-3-132	The system shall have the ability to send driver record information in response to an FTP/online request received.				

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
Retrieve Driver History Record	E-3-133	The system shall have the ability to generate and maintain a log of all bulk data requests that have been processed. The log shall include the following information (Note: Save information sent out for at least 30 days): <ul style="list-style-type: none"> • Name of the requesting agency • Request received date and time • Request processed date and time • Request processed (yes/no) • Individual opt out status (yes/no) • Driver record information 				
	E-3-134	The system shall have the ability to populate the appropriate reason code for all bulk data requests that have not been processed successfully from the following list of reason: <ul style="list-style-type: none"> • Unmatched data • Incorrect data • Individual opt out 				
Update Individual Driver Record	E-3-135	The system shall not provide driver record information to the requesting company, if an individual has opted out.				
Mail return update	E-3-136	Ability for users to capture the following information on receipt of a returned mail: <ul style="list-style-type: none"> • Bureau • Type of mail returned • Date of return • Notification date • Notification resend date • Updated mailing address • Reason for returned mail (drop down list) • Reference numbers: <ul style="list-style-type: none"> • Court docket number (if any) • D93 number (if any) • Hearing number (if hearing associated) 				
	E-3-137	Ability for users to select the Bureau to which mail has been returned from the drop down list detailed below: <ul style="list-style-type: none"> • Bureau of Financial Responsibility • Bureau of Hearings • Bureau of Registration <ul style="list-style-type: none"> • Dealers • Inspection • Vehicle Registrations • Bureau of Title and Anti-Theft • Bureau of Driver Licensing 				

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
	E-3-139	Ability to update the following details associated to the mailing address of an individual: <ul style="list-style-type: none"> • Street address line 1 • Street address line 2 • City • State • Zip code 				
Add Security requirement	E-3-140	Ability to capture, add and update the following information as part of security requirement for an individual: <ul style="list-style-type: none"> • Crash number • Effective date • Release date • Security monetary amount required • Status code • Collateral given • Last update • Medical claim filed (yes/no) • Amount claimed (\$) • Damages claimed (\$) • Reference for claimant (name of individual, attorney, insurance provider, etc.) 				
	E-3-141	Ability to add security monetary amount requirements to an individual's violation records based on a court disposition.				
	E-3-142	Ability for users to capture the following information if an individual has filed for and has been granted bankruptcy: <ul style="list-style-type: none"> • Court docket number • Type of bankruptcy filed (Chapter 7/Chapter 11) • Bankruptcy discharge date • Bankruptcy filed date 				
	E-3-143	The system shall have the ability to capture the date and time of payment when a user processes a payment received from an individual as part of a security monetary amount requirement for an uninsured accident.				
	E-3-144	Ability to capture the following check information into an individual's record when a security monetary amount requirement deposit is issued/returned to an individual: <ul style="list-style-type: none"> • Refund amount • Date the check was sent • Name of the individual who authorized the payment 				

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
	E-3-145	Ability for the user to close out a Security Requirement posted on an individual's record under the following conditions: <ul style="list-style-type: none"> • Current date > crash date + 2 years and • Security amount refund check has been received from the treasury to be sent to the individual 				
Update Security requirement	E-3-146	Ability for users to capture the date a Security deposit return check was received by an individual (from the USPS domestic return receipt received by FR): <ul style="list-style-type: none"> • Domestic return receipt is a receipt sent out by the FR, as part of a certified mail, along with a security amount refund check • Date of delivery on a domestic return receipt is the date the refund check was received and signed for by an individual 				
	E-3-147	Ability for users to update the following information if an individual has filed for and has been granted bankruptcy: <ul style="list-style-type: none"> • Court docket number • Type of bankruptcy filed (Chapter 7/Chapter 11) • Bankruptcy discharge date • Bankruptcy filed date 				
	E-3-148	A weekly report shall be generated to identify those individuals that have posted monies in full with DOS/DMV and whose security retention period has been satisfied (2 years from date of accident/crash). This report shall be used to ensure that monies are returned properly and timely to the individual.				
Ignition Interlock Requirement	E-3-149	Ability for users to add an ignition interlock requirement to an individual's driver record along with the duration of the requirement.				
	E-3-150	Ability for users to enter the duration of an Ignition Interlock requirement to an individual's record with the following information: <ul style="list-style-type: none"> • Start date = date the license is reinstated or ordered by the court • End date = start date + court ordered time period 				
	E-3-151	Ability for the system to add (automated) an interlock restriction to an individual's driver license once an ignition interlock requirement has been restored.				
	E-3-152	The system shall have the ability to communicate with the driver license subsystem and allow users to view addition of interlock restriction to an individual's record.				

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
	E-3-153	Ability for the users to select from a drop down list of vendors, from whom a certificate of installation for an ignition interlock device was received.				
	E-3-154	Ability for a user with role based access to add a new vendor, who has provided a certificate of installation for an ignition interlock device, if the vendor's name is not available in the drop down list.				
	E-3-155	Ability for users and for the system (automatically) to remove an interlock restriction from an individual's driver record once the requirement duration has been met.				
Update Court Disposition	E-3-156	Ability for the user to update superior court disposition information to an individual violation records.				
	E-3-157	Ability to capture the following information as part of Superior Court disposition: <ul style="list-style-type: none"> • Violation information • Violation number • New number • Reason • Violation date • Conviction date • Document receive date • Plea • Finding • Fine amount paid • Time payment (yes/no) • Non-NH state • Court name • Commercial Vehicle (yes/no) • Hazardous material (yes/no) • Appeal date • Disposition type • Suspension add (yes/no) • Sentence/details • Last update • Delete/annul 				
	E-3-158	Ability for users to update court transmittal information received. Note: Fine amount collected by each court.				
	E-3-159	Ability for users to add annulment requests received from courts into the system.				
Add Annulment	E-3-160	The system shall have the ability to update the status of a new annulment request entered into the system to "open."				

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
	E-3-161	Ability for users to capture the following information as part of a request received for an annulment: <ul style="list-style-type: none"> • Court number • Request received date 				
	E-3-162	Ability for users to select the type of response to be sent for an annulment request received from a court: <ul style="list-style-type: none"> • Object • No position 				
	E-3-163	The system shall have the ability to select from a drop down list the reasons for the objection and the system shall generate notice to the court stating the objection. Ability for system to generate a notice to the court either on-line or via batch process and produce a printed and electronic retained image of the document.				
	E-3-164	Ability for users to capture the reason for objecting an annulment request. Note: The comments entered by the user will be a part of the notification generated to court for objecting to an annulment request received.				
	E-3-165	Ability for a user to select the status of an annulment from the list below based on a court disposition received for an annulment: <ul style="list-style-type: none"> • Granted • Denied • Cancelled/withdrawn 				
Update Annulments	E-3-166	Ability for a user to capture the following information as part of an annulment disposition received from a court: <ul style="list-style-type: none"> • Court number • Disposition date • Annulment received date 				

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
Update Driver Convictions History (Received electronically)	E-3-167	Ability for the system to add or update the following Convictions History information associated to an individual's driver record. <ul style="list-style-type: none"> • Prior state • Expiration date • Identification number • Conviction code • Conviction detail • Citation date • Conviction date • Conviction state • Original reason • Court type • Commercial vehicle (yes/no) • Hazardous materials (yes/no) • Conviction location reference identification • Last updated individual • Transferred electronically (yes/no) • Delete (yes/no) 				
	E-3-168	Ability for the users to add the following accident information related to an individual's driver record: <ul style="list-style-type: none"> • Prior state • Expiration date • Identification • Accident date • State • Severity code • Commercial vehicle (yes/no) • Hazardous materials (yes/no) • Accident location reference identification • Last updated individual • Transferred electronically (yes/no) • Delete (yes/no) 				
Add Individual Accident History	E-3-169	Ability for the users to view/update the following accident information related to an individual's driver record: <ul style="list-style-type: none"> • Prior state • Expiration date • Identification • Accident date • State • Severity code • Commercial vehicle (yes/no) • Hazardous materials • Accident location reference • Last updated individual • Transferred electronically (yes/no) • Delete (yes/no) 				

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
Update Individual Withdrawal History (Received Electronically)	E-3-170	Ability for the user to add or update the following withdrawal information associated to an individual's driver record: <ul style="list-style-type: none"> • Prior state • Expiration date • NH identification number • Reason code • Extension status • Type detail • Effective date • Reinstatement date • Original reason • Withdrawal location reference identification • Last updated individual • Transferred electronically (yes/no) • Delete (yes/no) 				
Print	E-3-171	Ability to re-print any documents generated by the system relating to suspension, convictions, driving record, accidents, hearings or restorations.				
	E-3-172	Ability for the user to print a receipt after processing payment for an individual.				
	E-3-173	Ability to generate a notification to Law Enforcement under the following conditions (current date > citation received date + 60 days and law enforcement copy not received).				
	E-3-174	Ability to generate a notification to the law enforcement if a citation has been automatically closed out 90 days after the individual copy was received and police copy not received.				
	E-3-175	Ability to generate a notification for an individual who has a default record with the following information: <ul style="list-style-type: none"> • Last date for payment of fine • End date of pending suspension (30 days from the notice generation date) • Effective date for full suspension 				
	E-3-176	Ability to notify an individual of a partial payment of a Plea by Mail citation received, the remaining amount to be paid, and effective suspension date (remaining amount = total fine amount - partial payment received).				
	E-3-177	Ability to generate notice of pending suspension to individual's whose privileges are not currently under suspension. The notification shall include the following information: <ul style="list-style-type: none"> • Effective suspension date • Requirements to be met by the individual to avoid suspension 				

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
	E-3-178	Ability to generate a suspension notice to an individual whose privileges have been suspended. Note: The notice shall include any associated requirements to be met by the individual.				
	E-3-179	Ability to generate a notification to an individual if a default or suspension status has been removed from the driver record.				
Notifications	E-3-180	Ability to generate a notification to an individual of completion of an ignition interlock requirement and subsequent removal of an interlock restriction from an operator's license.				
	E-3-181	Ability to generate notification of pending suspension to an individual under the following conditions: <ul style="list-style-type: none"> • The individual has failed to meet an SR - 22 requirement • The individual has failed to update an SR - 22, 20 days after the submission of an SR - 26 • The individual has filed an Operators SR-22 (Registration privilege only) 				
	E-3-182	Ability to generate a notification for an SR 22 requirement to be met by an individual who has had more than four (4) speeding convictions in a given calendar year.				
	E-3-183	Ability to generate a notification to treasury after receipt of payment towards a security requirement. The notification shall contain the following information: <ul style="list-style-type: none"> • Notice generation date • DMV reference number • Individual information (of the individual presenting the security amount) <ul style="list-style-type: none"> • Name • Address of the individual • Date of birth • Accident Information <ul style="list-style-type: none"> • Accident date • City/Town of the accident • Payment information <ul style="list-style-type: none"> • Type of payment • Payment amount 				
	E-3-184	Ability to generate a notification to the treasury to release the security monetary amount to the aggrieved party under the following conditions: <ul style="list-style-type: none"> • Current date > 2 years + date of crash • Aggrieved party has filed for judgment with proper evidence; or • A notarized document is provided by the at fault party to release the amount to the aggrieved party. 				

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
	E-3-185	Ability to generate a notification to the treasury to release the security monetary amount to the individual who has posted the security monetary amount under the following conditions: <ul style="list-style-type: none"> • Current Date > 2 years + date of crash • Aggrieved party has not filed for judgment with proper evidence; or • A notarized document is not provided by the at fault party to release the amount to the aggrieved party 				
	E-3-186	Ability for users to generate a notification of refund, to be sent to the individual, along with a refund check received from treasury, as part of a refund for a security monetary requirement.				
	E-3-187	Ability to generate a notification to the individual and Police Department (PD) on all ALS returned for the following reasons: <ul style="list-style-type: none"> • BAC percentage = 0.08 • Results received were for drug impairment • The date a blood/breath test report returned by the PD to the Bureau of Financial Responsibility is greater than 10 calendar days - 5 working days from the date the report was received by the PD from the labs 				
	E-3-188	Ability to generate a notification after updating an individual's address from a returned mail (USPS). The notification shall include the following information (Note: Only the notification date shall be updated, other credentials in the notification shall not be updated): <ul style="list-style-type: none"> • Updated notification date • Updated individual mailing address 				
	E-3-189	Ability to generate a notification of pending suspension to individual's under ALS.				
	E-3-190	Ability to generate a notification for an individual whenever modifications have been made to an individual's suspension record (Note: Any updates made to an individual's suspension information including restoration, addition, annulment require notifications to be generated).				
	E-3-191	Ability to generate a notification to an individual upon restoration of driving privileges (license and/or registration)				
	E-3-192	Ability to generate a notification to an individual upon receipt of an SR-26 receipt of an operator's SR-22.				

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
	E-3-193	Ability to generate a report of all individuals who have pleaded not guilty to a plea by mail citation which is greater than 30 days after issuance (default status).				
	E-3-194	Ability to generate a report on all Plea-by-Mails citation received as not guilty from an individual.				
	E-3-195	Ability to generate a monthly report on outstanding law enforcement copies of citations to be received from police departments 60 days from the receipt of the individual's Plea-by-Mail citation copy.				
	E-3-196	Ability to generate a report on close outs on citations due to non-receipt of law enforcement copies of citations 90 days from the date the citation was entered into the system.				
	E-3-197	Ability to generate a report on all the citations that have been stored due to non-availability of both individual and law enforcement copy of citations.				
	E-3-198	Ability to generate a daily report sorted by court of all Plea-by-Mail citations that an individual has plead not guilty to and forward to courts.				
	E-3-199	Ability to generate a monthly report on all individual records updated as part of a Plea-by-Mail transactions. The report shall furnish the following details: <ul style="list-style-type: none"> • Amount paid by the individual • Total amount paid • Close out (yes/no) • Citation stored (yes/no) 				
Reports	E-3-200	Ability to generate a weekly report on all the newly convicted DWI's (for press releases).				
	E-3-201	Ability to generate a daily report on all the DWI's convictions added to individual records. Report shall be broken down by user that entered the conviction. Additional report elements include: full name of the individual, city/town of residence, state of residence and age.				
	E-3-202	Ability to generate a report of all the individuals who are required to install an ignition interlock requirement.				
	E-3-203	Ability to generate a report of all the individuals who complete the duration of an ignition interlock requirement.				
	E-3-204	Ability to generate a weekly report of all the individuals who have been relieved of an SR-22 requirement.				

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
	E-3-205	Ability to generate a report of all the individuals who have paid in full, following a security monetary requirement update.				
	E-3-206	Ability to generate a report on individuals who submitted to tests by police departments, as part of ALS.				
	E-3-207	Ability to generate a report on individuals who refused to submit to tests by police departments, as part of ALS.				
	E-3-208	The system shall have the ability to generate a report on all convictions entered into the system that are associated with a partial dismissal of ALS.				
	E-3-209	The system shall have the ability to generate a report on all individuals who have violated their probationary status while under probation.				
	E-3-210	Ability to generate a report on all individuals who have four or more speeding convictions in a given calendar year.				
	E-3-211	Ability to generate a summary report of all the certified copy of driver history record requests that have been issued by a specific user.				
	E-3-212	Ability to generate a batch report of certified copies of driver history record issued.				
	E-3-213	Ability to generate a daily report of certified copy of driver history record requests. The report shall furnish the following details: <ul style="list-style-type: none"> • User number • No fee reason code • NH identification number • Type of record <ul style="list-style-type: none"> • Certified • Non-Certified • Insurance 				
	E-3-214	Ability to generate a report on all violations involving a commercial motor vehicle.				
	E-3-215	Ability to generate a report on all violations involving vehicles transporting hazardous materials.				
	E-3-216	Ability to generate an error report containing names of individuals from the Department of Corrections which do not match any DMV records.				
	E-3-217	Ability to generate a summary report on all bulk data requests processed. The report shall be generated on a per vendor per day basis.				

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
	E-3-218	Ability to generate a summary report on all bulk data requests processed for the specific duration entered by the user (from date and to date).				
	E-3-219	A daily report shall be generated that identifies those individuals that were restored and a PDPS record was found where the status is indicated as not eligible.				
	E-3-220	A daily report shall be generated to identify convictions and suspensions/withdrawals occurring outside of CDLIS that need to be mailed to other states.				
	E-3-221	Ability to produce reports related to productivity of users. Reports to include information such as number of PBM citations entered, violations entered, number of sanction records created/updated/cleared, etc.				
	E-3-222	Ability to generate a report on all open annulment requests that have been received.				
	E-3-223	Ability to generate a report on all annulments that have been: <ul style="list-style-type: none"> • Granted • Denied • Cancelled 				
	E-3-224	Ability to generate a daily report on the number of accident reports sold.				
	E-3-225	Ability to generate a daily report on all driver records sold.				
	E-3-226	Ability for system to generate a report of an individual's history with the Department of Safety, Bureau of Hearings. This report will exclude convictions, accidents, etc., but shall list all scheduled hearing dates, outcomes, etc.				
Corporate Entities	E-3-227	Ability to have a corporate entity stand in for an individual for any actions taken by the Division of Motor Vehicles or Bureau of Hearings.				
Accident Inquiry Information	E-3-228	Ability to display information captured from an Operator Accident Report or Police Accident Report for a specific accident. No Operator or Vehicle information will be shown. <ul style="list-style-type: none"> • System Assigned Accident Reference Number • Law Enforcement Case Number • Date of Accident • Time of Accident • Day of Week • Amended Report (Yes or No) • City/Town where accident occurred 				

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
		<ul style="list-style-type: none"> • Number vehicles involved • Number Injured • Fatal (Yes* or No) (If yes, enter number of deceased.) • Reportable (Yes or No) • Hit & Run (Yes or No) • School Bus (Yes or No) • Property Damage (Yes* or No) (If yes allow for selection from the following list) <ul style="list-style-type: none"> • State Property • City/Town Property • Private Property • Other (Block to allow text to be entered) • Police Involved (Yes or No) • Date Police notified • Time Police notified • Date Police arrived • Time Police arrived • Reporting Law Enforcement Agency Name • Name of Officer • Badge Number • Date of Report • Name of Officer -Report Reviewed/Approved by • Date of Review/Approval • Photos Taken (Yes* or No)(If photos taken - name of agency/official photos were taken by) • Time Ambulance arrived • Location where accident occurred (named street, route, highway, etc.) • GPS Coordinates • Posted Speed • Type of Accident - Collision or Non-Collision* • Object Struck • Traffic Controls • Road Design/Type of Roadway • Additional Roadway Feature • Road Condition • Road Alignment • Surface Condition • Weather • Light Condition (Prevailing) • Accident Diagram • Date Police Report Received at DMV • Date Operator Report(s) Received at DMV • Date Police Report completed • Date Police Report approved 				

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
Accident History	E-3-229	<p>The ability to display accidents (Reportable and Not Reportable) in chronological order associated to a specific individual reported/identified as a named driver/operator involved in an accident reported via an Operator Report or Police Accident Report. Look back period of 5 years. Information shown for each accident listed includes:</p> <ul style="list-style-type: none"> • System Assigned Accident Reference Number • Law Enforcement Case Number • Date of Accident • Time of Accident • City/Town where Accident Occurred • Type(s) of Report Received: Operator or Police • Date(s) when Report(s) Received • Creation reference of if report (Operator or Police) was entered manually or via CRMS electronic file) • Indicator if Report was Reportable or Not Reportable • Number of Vehicles Involved 				
Search Accidents	E-3-230	<p>The ability to search for accident records using any of the following criteria and display all results:</p> <ul style="list-style-type: none"> • System Assigned Accident Reference Number • Law Enforcement Case Number • Date of Accident • Time of Accident • City/Town where accident occurred • Police Department • Name of Driver/Operator • Named Owner of the Vehicle • Name of Passenger • Plate Registration Number • Make of Vehicle • Model of Vehicle • Unit Type: Operator (driver), Pedestrian, Bicyclist, Law Enforcement, Government official, Fire & Ambulance • Object struck 				
	E-3-231	<p>Ability to search using a specific period of time and same criteria outlined above.</p> <ul style="list-style-type: none"> • Specific duration dates (Begin Date/End Date) • Day • Month • Year 				
Accident Name Match	E-3-232	<p>The system shall have the ability to alert a user that an accident record already exists in the system. Search/validation fields should include:</p> <ul style="list-style-type: none"> • Date of Accident • City/Town where accident occurred • Name of Driver(s) • Driver's Date of Birth • Law Enforcement Case Number 				

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
	E-3-233	If a matched record is found the system shall display the following information: <ul style="list-style-type: none"> • Date of Accident • City/Town where accident occurred • Time of Accident • Name of Driver(s)/Operator(s) or Non-Motorists • Police Report receive date • Operator Report receive date 				
	E-3-234	If a matched record is found the system shall require the clerk to choose one of the following: <ul style="list-style-type: none"> • Update Police Report (applicable only to manually entered report) • Add Police Report (applicable only if a Police Report has not been received) • Update Operator Report • Add Operator Report 				
Create Accident Record	E-3-235	Ability to create accident record following the import of information received via the CRMS electronic file.				
	E-3-236	Ability to create an accident record when information is manually entered from source paper document (Police Accident Report - DSMV159 or Operator Accident Report - DSMV400) (To include all revisions to any and all future forms).				
	E-3-237	The system shall assign a reference number to each accident record that is created starting with the last two digits of the current year followed by a hyphen and then an incrementing number starting from the number 1 (Year 2013 would start as 13-1, 13-2, 13-3,...) This number will be referenced as the system assigned Accident Reference Number.				
	E-3-238	Clerk shall select the type of source document from a list as follows: <ul style="list-style-type: none"> • Operator Report • Police Report 				
	E-3-239	The system shall identify data fields associated to type of report selected (Operator vs. Police)				

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
	E-3-240	<p>The data collected related to an accident shall be unique to the type of record selected by the clerk and shall correspond to elements / data shown on the associated source document.</p> <p>Operator Report</p> <ul style="list-style-type: none"> • Date of Accident • Time of Accident • Day of Week • City/Town where accident occurred • Number vehicles involved • Number Injured • Fatal (Yes or No) • Reportable (Yes or No) • Police respond/investigate (Yes or No) • Name of Police Department • Property Damage (Yes* or No)(If yes allow for selection from list with option to select other and enter text in block) • Estimated Cost to Repair • Location where accident occurred (named street, route, highway, etc.) • Posted Speed • Type of Accident - Collision or Non-Collision* • Non-Collision Detail - type object struck • Accident Location /Type of Roadway • Traffic Controls • Road Design • Road Surface Conditions • Weather • Accident Diagram • Date of Report • Date Report Received at DMV • Passenger Information <ul style="list-style-type: none"> • Name (first, middle I, last) • Date of Birth • License number/State issuance • Address • Telephone number • Type of injury • Location of most severe injury • Location of other injuries • Which Vehicle (unit) occupied • Position in or on vehicle • Safety equipment used • Thrown from vehicle (Yes or No) • Witness Information <ul style="list-style-type: none"> • Name (first, middle I, last) • Date of birth • License number/State issuance • Address • Telephone number 				

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
		<ul style="list-style-type: none"> • Unit Type - select from list <ul style="list-style-type: none"> • Operator/Driver <ul style="list-style-type: none"> • Law Enforcement Officer - on duty • Fire/Ambulance - on duty • Government Official/Agent - on duty • Municipal - on duty • Pedestrian • Bicyclist • Non-Motorist <ul style="list-style-type: none"> • Parked Car • Object (Selected from list below) <ul style="list-style-type: none"> • Pole • Mailbox • Fence • Building • Unit information - Operator/Driver or Non-Motorist <ul style="list-style-type: none"> • Unique internal DMV identifier number • Driver License identification number • State of Issuance • License Classification • Date of Birth - driver • Sex - driver • Telephone number • Current address (street and city/town) • State • Zip code • Unit Information - Vehicle <ul style="list-style-type: none"> • Name of Owner (first, middle, last) • Date of Birth - owner (if available) • Current address (street and city/town) • Telephone number • State • Zip code • Make • Model • Year • Vehicle Identification Number • Commercial Vehicle (yes or no) • Vehicle towed (yes or no) • Vehicle Type • Vehicle Direction • Pre-Accident Action 				

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
		<ul style="list-style-type: none"> • Unit Information - Insurance Information <ul style="list-style-type: none"> • Name of Insurance Company • Name of Insurance Agent • Address of Insurance Company/Agent • Telephone number of Insurance Company/Agent • Insurance policy number • Effective date of Insurance Police Report <ul style="list-style-type: none"> • Law Enforcement Case Number • Date of Accident • Time of Accident • Day of Week • Amended Report (Yes or No) • City / Town where accident occurred • Number vehicles involved • Number Injured • Fatal (Yes* or No) (If yes, enter number of deceased.) • Reportable (Yes or No) • Hit & Run (Yes or No) • School Bus (Yes or No) • Property Damage (Yes* or No)(If yes allow for list with option to select other and enter text in block) <ul style="list-style-type: none"> • State Property • City/Town Property • Private Property • Date Police notified • Time Police notified • Date Police arrived • Time Police arrived • Reporting Law Enforcement Agency Name • Name of Officer • Badge number • Date of Report • Name of Officer -Report Reviewed/Approved by • Date of Review/Approval • Photos Taken (Yes* or No)(If photos taken - name of agency/official photos were taken by) • Time Ambulance arrived • Location where accident occurred (named street, route, highway, etc...) 				

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
		<ul style="list-style-type: none"> • Posted Speed • Type of Accident - Collision or Non-Collision* • Location first harmful event • Traffic Controls • Road Design/ Type of Roadway • Additional Roadway Feature • Road Condition • Surface Condition • Weather • Light Condition (Prevailing) • Accident Diagram • Date Report Received at DMV • Passenger Information (includes references to operator) <ul style="list-style-type: none"> • Name (first, middle I, last) • Date of Birth • Address • Telephone number • Vehicle occupied • Person Type • Sex • Position in or on vehicle • Air Bag Deployed • Ejected (Yes or No) • Safety Equipment/Protection System • Injury • Location of most severe injury • Location of other injuries • Transported (Yes* or No)(If yes select method of transport from list) • Witness Information <ul style="list-style-type: none"> • Name (first, middle I, last) • Date of Birth • Address • Telephone number • Unit Type (select from list) <ul style="list-style-type: none"> • Operator/Driver <ul style="list-style-type: none"> • Named individual • Law Enforcement Officer on duty • Fire / Ambulance -on duty • Government Official/Agent - on duty 				

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
		<ul style="list-style-type: none"> • Municipal - on duty • Pedestrian • Bicyclist • Non-Motorist <ul style="list-style-type: none"> • Parked Car • Object (Selected from list below) <ul style="list-style-type: none"> • Pole • Mailbox • Fence • Building • Unit information - Operator/Driver <ul style="list-style-type: none"> • Summoned (Yes or No) • Arrested (Yes or No) • MVR Recommended (Yes or No) • Unique internal DMV identifier number • Driver License Number • State of Issuance • License Classification • Date of Birth - driver • Sex - driver • Telephone number • Current address (street and city/town) • State • Zip code • Condition at time of crash • Driver Distracted • Driver Action at time of crash (select from list) • Actions/Circumstances at time of crash (select from list) <ul style="list-style-type: none"> • Safety Equipment (select from list) • Location at time of crash • Unit Information - Vehicle <ul style="list-style-type: none"> • Name of Owner (first, middle, last) • Date of Birth - owner (if available) • Current address (street and city/town) • Telephone number • State • Zip code • Make • Model • Year • Vehicle Identification Number (VIN) • Commercial Vehicle (Yes or No) 				

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
		<ul style="list-style-type: none"> • Vehicle Towed (Yes or No) • Vehicle Removal • Vehicle Type • Vehicle Direction • Pre-Accident Action • Accident Diagram • Most Harmful Event • Extent of Damage • Initial Impact Area • Most Damaged Area • Unit Information - Insurance Information <ul style="list-style-type: none"> • Name of Insurance Company • Name of Insurance Agent • Address of Insurance Company/Agent • Telephone number of Insurance Company/Agent • Insurance policy number • Effective date of Insurance • No Insurance • Insurance Verification Card issued (DSMV385) (Yes or No) • Unit Information - Events <ul style="list-style-type: none"> • Non-Collision Detail - (Person, Motor Vehicle, or Non-Fixed Object) • Non-Collision Detail - Fixed Object • Sequence of events (1st - 4th) • Location of first Harmful Event 				
Update Accident Record	E-3-241	Retain historical view of each accident record to include original date of creation, date updates were made, etc.				
	E-3-242	Supervisor override required to amend/update a Police Accident Report record indicated as created via the CRMS electronic process.				
	E-3-243	Select type record to update <ul style="list-style-type: none"> • Police report (manually entered) • Police report (CRMS) • Operator report 				
	E-3-244	The system shall require a clerk to select, from a drop down list, the reason that why a manually entered Police Accident Report record has been updated/amended. (List to include: Receipt of Amended Police Accident Report, clerical error, other - open text field with entry required.)				
Enter/Update Insurance	E-3-245	Update limited to update of an Operator Accident Record				

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
Information (DSMV 385)	E-3-246	The following information shall be entered from the DSMV 385 <ul style="list-style-type: none"> • Insurance information exists (Y or N) • Name of Insurance Provider (select from list) • Policy Number • Name of Insurance Agent • Telephone number for insurance agent • Date received at DMV 				
Reports	E-3-247	Generate daily report of accidents records created or update the previous day where law enforcement indicated Yes to MVR recommended for a specific individual (named Operator). This report shall include the following information: <ul style="list-style-type: none"> • System assigned Accident Reference Number • Law Enforcement Case Number • Last name, first name, middle initial of Operator involved in the accident • Date of birth of the Operator involved in the accident • Address of the Operator involved in the accident 				
	E-3-248	Generate a daily report of accident records created or updated the previous day that indicates that a named individual was killed (fatal injury).				
	E-3-249	Ability for clerks with appropriate role(s)/permission(s) to run ad hoc, on demand reports associated to any of the data elements captured in an accident record.				

E-3.1 Financial Responsibility - Violation Code Table

SI Number	Code Number	Description
1	ALSA	ALS APPEAL
2	AR10	ADMINISTRATIVE REQUIREMENT
3	CS80	2 SERIOUS VIOLATIONS - COMM VEHICLE
4	CS81	3 SERIOUS VIOLATIONS - COMM VEHICLE
5	DB10	DWI - BOAT
6	DB15	DWI DRUGS - BOAT
7	DB20	DWI SECOND OFFENSE - BOAT
8	DB25	DWI SUBSEQUENT OFFENSE - BOAT
9	DB30	DWI AGGRAVATED - BOAT
10	DE30	DEFECTIVE MUFFLER
11	DE40	UNSAFE TIRES
12	DE50	DEFECTIVE EQUIPMENT
13	DI10	DRIVING WHILE INTOXICATED
14	DI11	UNDERAGE DWI
15	DI15	DWI DRUGS
16	DI16	UNDERAGE DWI DRUGS
17	DI20	DWI - SECOND OFFENSE
18	DI21	UNDERAGE DWI - SECOND OFFENSE
19	DI24	DWI - 4TH OR SUBSEQUENT
20	DI25	DWI - THIRD OFFENSE
21	DI26	UNDERAGE DWI - SUBSEQUENT OFFENSE
22	DI30	DWI - AGGRAVATED
23	DI31	DWI - DEFAULT
24	DI32	UNDERAGE DWI - AGGRAVATED
25	DI35	DWI - APPEALED
26	DI40	TRANSPORTING DRUGS
27	DI50	ADMINISTRATIVE PER SE
28	DI51	UNDERAGE ADMINISTRATIVE PER SE
29	DI52	ADMINISTRATIVE PER SE SUBSEQUENT
30	DI53	PROBATION LICENSE - ADMINISTRATION PER SE
31	DI54	PROBATION LICENSE - ADMINISTRATION PER SE SUBSEQUENT
32	DI55	UNDERAGE ADMINISTRATIVE PER SE SUBSEQUENT
33	DI60	DWI 0.04 - 0.09 COMM VEHICLE
34	DI62	DWI 0.04 - 0.09 COMM VEHICLE SUBSEQUENT
35	DI63	COMM VEHICLE ADMINISTRATION PER SE
36	DI64	COMM VEHICLE ADMINISTRATION PER SE 2ND

SI Number	Code Number	Description
37	DI65	CONV REFUSAL OF IMPLIED CONSENT
38	DI66	CV REFUSAL IMPLIED CONSENT 2ND
39	DS30	DISOBEY LICENSE RESTRICTIONS
40	DS40	CORRECTIVE LENS
41	EM01	OPACITY VIOLATION - 1ST
42	EM02	OPACITY VIOLATION - 2ND
43	EM03	OPACITY VIOLATION - 3RD
44	EM04	OPACITY VIOLATION - SUBSEQUENT
45	EM10	UNATTENDED VEHICLE
46	EM11	ABANDONED VEHICLE
47	EM21	IMPROPER LOADING
48	EM30	TINTED WINDOWS
49	EM31	DEFAULT EMISSIONS FINE
50	EM40	EXCESSIVE NOISE
51	EM50	EMISSIONS CONTROL TEST
52	EM54	DEFAULT EMISSIONS ADMIN FEE
53	EM70	TAKE WITHOUT CONSENT
54	EM80	POSSESSION MASTER KEYS
55	ER30	NON-INSPECTION
56	ER40	NO FLARES
57	ER50	WRECKER VIOLATIONS
58	EZ01	DEFAULT EZPASS 1ST OFFENSE
59	EZ02	DEFAULT EZPASS 2ND OFFENSE
60	EZ03	DEFAULT EZPASS 3RD OFFENSE
61	EZ04	DEFAULT EZPASS 4TH OR SUBSEQUENT
62	EZ05	DEFAULT EZPASS PROTESTED CHECK
63	FE10	FELONY COMM VEHICLE - 1ST
64	FE20	FELONY COMM VEHICLE - 2ND
65	FE30	FELONY COMM VEHICLE - DRUGS
66	FE50	FELONY ADMINISTRATIVE PER SE
67	FE52	FELONY ADMINISTRATIVE PER SE - SUBSEQUENT
68	FO10	FOLLOWING TOO CLOSE
69	FO20	FOLLOWING FIRE APPARATUS
70	FR40	NO FINANCIAL PROOF
71	HE01	CRIMINAL SEX OFFENDER HEARING
72	HE10	COMM CARRIER HEARING
73	HE15	CHINS HEARING
74	HE20	INSPECTION STATION HEARING
75	HE25	DR ED COMM SCHOOL LIC HEARING

SI Number	Code Number	Description
76	HE30	AUTO DEALER HEARING
77	HE35	DR ED INSTRUCTOR CRT/LIC HEARING
78	HE40	BOAT DEALER HEARING
79	HE45	DRIVER IMPROVEMENT COURSE HEARING
80	HE50	BOATING HEARING
81	HE55	DRIVER ATTITUDE PROGRAM HEARING
82	HE60	JET SKI HEARING
83	HE65	DRIVER LICENSING AGENT HEARING
84	HE70	DYNAMITE LICENSE HEARING
85	HE73	FLAGRANT SPEEDING CONVICTIONS
86	HE74	SALVAGE VEHICLES
87	HE75	HARDSHIP REGISTRATION ABUSE
88	HE76	SUBSEQUENT OPERATION OF VEHICLE
89	HE80	INSPECTION MECHANIC HEARING
90	HE90	ROAD TOLL HEARING
91	HE92	MOTION TO REOPEN
92	HE99	ALS - MOTION TO REOPEN
93	HR10	LEAVING SCENE
94	HR40	DISOBEY POLICE OFFICER
95	HR41	FAIL REVEAL IDENT - FATAL, INJ ACC
96	HR42	PERJURY ABOUT OPERATION OF VEHICLE
97	HR60	CONDUCT AFTER ACCIDENT
98	HR70	ACCIDENT RECORD
99	IL05	IMPROPER OR UNSAFE LANE CHANGES
100	IL10	YELLOW LINE
101	IL20	FAIL TO KEEP RIGHT
102	IL25	DRIVING TO LEFT OF CENTER
103	IL30	DIRECT COURSE
104	IL40	DRIVING ON SIDEWALK
105	IL50	COASTING
106	IL60	CROSSING MEDIAN
107	IL70	PASS ON RIGHT
108	LI10	RUBBISH ON HIGHWAY
109	MC10	MOTORCYCLE REQUIREMENT
110	MC20	RIDING UPON MOTORCYCLES
111	MR10	FALSE STATEMENT
112	MR20	FALSE REPORT OF THEFT
113	MR30	ODOMETER TAMPERING
114	MS30	ROAD USE TAX

SI Number	Code Number	Description
115	MS40	CHANGE OF ADDRESS
116	MS45	NO NOTICE OF NAME CHANGE
117	MS50	SOLICITING RIDE
118	MS60	ILLEGAL PARKING
119	MS70	PARKING ON HIGHWAY
120	MS80	PASSENGER IN IMPROPER TRUCK
121	MS90	FAIL-REPORT SALE
122	OC10	OPEN CONTAINER
123	OC15	OPEN CONTAINER SUBSEQUENT
124	OF10	OPERATOR FOLDER
125	OH10	DWI - OHRV
126	OH15	DWI DRUGS - OHRV
127	OH20	DWI SECONG OFFENSE - OHRV
128	OH25	DWI SUBSEQUENT OFFENSE - OHRV
129	OH30	DWI AGGRAVATED - OHRV
130	OT10	OTHER
131	OT20	NON MOTOR VEHICLE RELATED
132	OT30	FISH & GAME
133	OV10	OVERHEIGHT
134	OV20	OVERWIDTH
135	OV30	OVERLENGTH
136	OV40	OVERLOAD
137	PA44	SCHOOL BUS VIOLATION
138	PC30	PROTESTED CHECK - IRP
139	PDWD	ALS WITHDRAWALS BY POLICE DEPARTMENT
140	RK10	RECKLESS OPERATION
141	RK11	VEHICULAR ASSAULT
142	RK12	NEGLIGENT DRIVING
143	RK15	RECKLESS - APPEALED
144	RK20	OPERATING TO ENDANGER
145	RK30	MANSLAUGHTER
146	RK32	TRANSPORTATION OF EXPLOSIVES
147	RK33	TRANSPORTATION OF HAZ MATERIALS
148	RK40	NEGLIGENT HOMICIDE
149	RK41	NEGLIGENT HOMICIDE OPERATING CMV
150	RK50	RECKLESS DEATH
151	RK51	FATALITY NEGLIGENT OPERATION CMV
152	RK60	IMPEDING TRAFFIC
153	RR10	FAIL REPORT ACCIDENT

SI Number	Code Number	Description
154	RR15	FAILURE TO FILE - FATAL ACCIDENT
155	RR20	FAIL ANS SUMMONS
156	RR25	FAILURE - SURRENDER LICENSE
157	RR30	ALTERATION OF TITLE
158	RT10	HARDSHIP REGISTRATION
159	RT20	CHANGING VEHICLE ID
160	RT30	MISUSE OF REGISTRATION
161	RT35	MISUSE OF PLATES (OLD)
162	RT40	MISUSE OF PLATES
163	RT45	FAIL DSPLY PLATES (OLD)
164	RT50	IMPROPER LICENSE CLASS COMM
165	RT51	DRIVING COMM VEH WITHOUT CDL
166	RT52	DRIVING COMM VEH WITHOUT CDL - 2ND
167	RT53	DRIVE COM VEH WITHOUT CDL - 3RD/SUBSEQUENT
168	RV20	OP WHILE HABITUAL OFFENDER
169	RV30	PROBATIONARY LICENSE
170	RV40	FAIL - APPEAR FOR REEXAM
171	RV50	ROAD VIOLATION
172	RV60	RESULT OF HEARING
173	RV70	ALCOHOL PROGRAM COMPLETION
174	RW30	FAIL TO YIELD RIGHT OF WAY
175	RW35	FAIL TO YIELD TO EMERGENCY VEHICLE
176	RW40	FAILURE YIELD PEDESTRIAN
177	RW50	FAILURE TO USE DUE CARE
178	RW60	RAIL ROAD CROSSING
179	RW61	FAILURE TO OBEY RR GATES AND SIGNS
180	RW62	FAILURE TO OBEY RR SLOW DOWN
181	RW63	FAILURE TO OBEY RR STOP BEFORE TRKS
182	RW64	FAILURE TO OBEY RR STOP AS REQUIRED
183	RW65	FAILURE TO OBEY RR SUFFICIENT SPACE
184	RW66	FAILURE TO OBEY RR UNDR CAR CLRANCE
185	RW67	FAILURE TO OBEY RR - SECOND OFFENSE
186	RW68	FAILURE TO OBEY RR - THIRD OFFENSE
187	SI10	NO HAND SIGNAL
188	SP01	1-5 MPH OVER SPEED LIMIT
189	SP06	6-10 MPH SPEED LIMIT
190	SP10	ROAD RACING
191	SP11	11-14 MPH OVER SPEED LIMIT
192	SP15	15 MPH OR MORE OVER SPEED LIMIT

SI Number	Code Number	Description
193	SP16	16-20 MPH OVER SPEED LIMIT
194	SP20	SPEEDING UNDER +25
195	SP21	21-24 MPH OVER SPEED LIMIT
196	SP24	25 MPH OVER SPEED LIMIT
197	SP25	SPEEDING OVER +25
198	SP26	26-30 MPH OVER SPEED LIMIT
199	SP30	SPEED TOO FAST FOR ROAD CONDITN
200	SP31	31-35 MPH OVER SPEED LIMIT
201	SP36	36-40 MPH OVER SPEED LIMIT
202	SP41	41+ MPH OVER SPEED LIMIT
203	SP60	EXCESSIVE SPEED IN COMM VEH
204	ST10	FAILURE TO STOP
205	ST15	FAIL TO YIELD TURNING LFT
206	ST20	FAILURE TO YIELD
207	ST25	FAIL TO YIELD FROM PRIVATE WAY
208	SV10	SNOW VEHICLE
209	TU30	IMPROPER TURN
210	UN10	UNKNOWN
211	VR10	OP AFTER REVOCATION
212	VR20	OP AFTER SUSPENSION
213	VR30	OP AFTER RIGHTS
214	VR40	MORE THAN 1 LICENSE
215	VR50	OP W/O LICENSE
216	VR60	ALLOW IMPROPER PERSON
217	VR70	LENDING LICENSE FOR LIQUOR
218	VR80	ILLEGAL POSSESSION OF ALCOHOL
219	ZZ02	OP W/O COMM LIC
220	ZZ03	OP W/O MC LIC
221	ZZ04	FAILURE TO YIELD
222	ZZ05	IMPROPER PASSING
223	ZZ06	ILLEGAL TOWING
224	ZZ07	DISORDERLY CONDUCT
225	ZZ08	UNREGISTERED VEHICLE
226	ZZ09	LANE CONTROL
227	ZZ10	ILLEGAL BACKING
228	ZZ11	FAIL DIM LIGHTS
229	ZZ12	OP W/O LIGHTS
230	ZZ13	SQUEALING TIRES
231	ZZ14	OPENING DOOR

SI Number	Code Number	Description
232	ZZ15	ILLEGAL PARKING ON HWY
233	ZZ16	PROHIBITION LICENSE
234	ZZ17	W/O REGISTRATION
235	ZZ18	WRONG WAY
236	ZZ19	SPILLAGE
237	ZZ20	OHRV
238	ZZ21	RED LIGHT
239	ZZ22	TRAFFIC SIGNAL
240	ZZ23	OBSTRUCTED VISION
241	ZZ24	MODIFIED EXHAUST
242	ZZ25	NO SIGNAL
243	ZZ27	SAFETY CHAINS
244	ZZ28	BINDER CHAINS
245	ZZ29	MOTR CARR REG
246	ZZ30	FAIL DISPLAY PLATES
247	ZZ31	BOAT VIOLATION
248	ZZ32	UNCOVERED LOAD
249	ZZ33	UNSAFE START
250	ZZ34	NON EMER STOP
251	ZZ35	LOAD W/O FLAG
252	ZZ36	USE EMER LIGHTS
253	ZZ37	PRODUCE LIC
254	ZZ38	PRODUCE REG
255	ZZ39	PRODUCE LIC/REG
256	ZZ40	MODIFY STICKER OR DECAL
257	ZZ41	NO H/W PERMIT
258	ZZ42	W/O NH LICENSE
259	ZZ43	OVER ROAD LIMIT
260	ZZ44	EXCESSIVE SMOKE
261	ZZ45	TRAILER BRAKES
262	ZZ46	ALTERING LICENSE
263	ZZ47	FAIL TO OBEY OFFICER
264	ZZ48	TRAILER LIGHTS
265	ZZ49	MODIFIED HEIGHT
266	ZZ50	RESTRICT BRIDGE
267	ZZ51	FLAPS/GUARDS
268	ZZ52	HIGHWAY MARKINGS
269	ZZ53	EMERGENCY VEH
270	ZZ54	UNSAFE VEHICLE

SI Number	Code Number	Description
271	ZZ55	DISPLAY DECAL
272	ZZ56	NO CHILD RESTRAINT
273	ZZ57	NO CHILD RESTRAINT - 2ND OFFENSE
274	0001	FAILURE TO FILE ACCIDENT REPORT
275	0002	CANCELLATION OF INSURANCE
276	0003	UNINSURED ACCIDENT
277	0004	ORIGINAL DRIVERS LICENSE
278	0005	REFUSAL OF IMPLIED CONSENT LAW
279	0006	TRANSPORTING DRUGS
280	0007	MEDICAL REASONS
281	0008	SCHOOL BUS PERMIT HEARING
282	0009	IMPROPER TURN
283	0010	TRANSPORTING ALCOHOLIC BEVERAGE
284	0011	OP AFTER ALCOHOL REVOCATION
285	0012	FAILURE TO PAY TAX
286	0013	IMPROPERLY REGISTERED VEHICLE
287	0014	INCOMPETENCY/IMPROPER DRIVING
288	0015	ILLEGAL TRANSPORTATION - LIQUOR
289	0016	IMPLIED CONSENT - SUBSEQUENT
290	0017	REVIEW OF DRIVER RECORD
291	0018	ILLEGAL TRANSPORTATION - DRUGS
292	0019	FALSE STATEMENT ON REGISTRATION
293	0020	SPEEDING
294	0021	MISUSE OF PLATES
295	0022	OWNERS REQUEST
296	0023	DISOBEYING TERMS OF PROBATION
297	0024	DISOBEYING OR INVALID CK - COURT
298	0025	RECIPROCITY
299	0026	UNSAFE VEHICLE
300	0027	TITLE 21 VIOL
301	0028	ROAD TOLL VIOLATION
302	0029	TITLE/ANTI-THEFT
303	0030	DEFAULT MOTOR VEHICLE HEARING
304	0031	DEFAULT COURT SUMMONS
305	0032	FALSE STATEMENT ON LICENSE
306	0033	FAILED DRIVER REXAMINATION
307	0034	VOLUNTARY SURRENDER OF LICENSE
308	0035	HABITUAL OFFENDER
309	0036	COURT RECOMMENDED

SI Number	Code Number	Description
310	0037	COURT ORDERED
311	0038	IMPROPER OPERATION OF VEHICLE
312	0039	3 CONVICTIONS IN CALENDAR YEAR
313	0040	UNSATISFIED JUDGEMENT
314	0041	DEFAULT PAYMENT
315	0042	PARENTAL CONSENT WITHDRAWN
316	0043	FAILURE TO PAY COURT FINE
317	0044	DEFAULT AGREEMENT
318	0045	MISUSE OF LICENSE
319	0046	ALTERED LICENSE
320	0047	CONVICTION RECORD
321	0048	FATAL ACCIDENT - HEARING
322	0049	LACK OF INSURANCE
323	0050	PROTESTED CHECK - TC
324	0051	PROTESTED CHECK - RT
325	0052	PROTESTED CHECK - BUS. OFF.
326	0053	POINT SYSTEM SUSPENSION
327	0054	DEFAULT COURT ADMIN FEE
328	0055	HABITUAL OFFENDER DECERTIFICATION
329	0056	PROB LIC - REFUSAL IMPLIED CONS
330	0057	FATAL ACCIDENT/IMMEDIATE SUSP
331	0058	FATAL ACC RESTORATION - HEARING
332	0059	SERIOUS PI/PD ACCIDENT
333	0060	DEFAULT CHILD SUPPORT
334	0061	UNDER 20 PROG FIRST OFFENSE
335	0062	UNDER 20 PROG SECOND OFFENSE
336	0063	UNDER 20 PROG 3 OR MORE OFFENSE
337	0064	INDEFINITE SUSP ORIGINAL LICENSE
338	0065	ORIGINAL AND YOUTH LICENSE
339	0066	ORIGINAL AND YOUTH LICENSE - SUBSE
340	0067	SERIOUS PI/PD ACC/RESTORATION
341	0068	IMMINENT HAZARD
342	0070	DRIVE OUT OF SRV 16+ PASS OR HAZ
343	0071	2 OUT OF SRV VIOL WITHIN 10 YEARS
344	0072	2 OUT OF SRV 10 YRS 16+ PASS, HAZ
345	0073	3+ OUT OF SERV WITHIN 10 YEARS
346	0074	3 OUT OF SRV 10 YRS 16+ PASS, HAZ
347	0075	DRIVE WHILE OUT OF SRV IN EFFECT
348	0079	FAIL SURRENDER HAZMET ENDORSEMENT

SI Number	Code Number	Description
349	0090	2 OR MORE MAJOR OFFENSES
350	0091	MAJOR OFFENSE AFTER REINSTATEMNT
351	1000	WITHDRAWAL, NON-ACD VIOLATIONS
352	1005	BOATING REFUSAL IMPLIED CONSENT

E-3.2 Financial Responsibility - Waiving Of Fees Table

Reason Code	Description
AC	Accident Report - MVR indicated
AD	Administration - Requested by Office of the Director
AN	Annulments (Courts)
AR	Amend Records
CD	Commercial Driver - amend/correction to record
CE	Clerk Error
CI	Customer Inquiry
CR	Correspondence
CS	Child Support
DR	Documents Received (Courts, police departments, etc.)
EE	Miscellaneous Error
GV	Government Agency
HH	Health and Human Services
HR	Bureau of Hearings
MR	Military Recruiter
PR	Prosecutor
RF	Relief of Filing
SP	SPOTS
TR	Test Record - system problem/alignment

E-4 Hearings & Violations Requirements

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
Select Transaction	E-4-1	<p>Ability to display the transaction types listed below based on a user's role and allow the user to select a transaction:</p> <ul style="list-style-type: none"> • Process hearing request • Add hearing • Update hearing • Reschedule a hearing • View/update calendar • View hearing information • Process appeals • Process mail returns • Add suspension • Update suspension 				
Search Individual	E-4-2	<p>Ability to search an individual using any or combination of the following criteria:</p> <ul style="list-style-type: none"> • Driver License identification number • Non-Driver identification card number • SSN • EID number • Status • Date of birth • Last name • First name • Middle name • Mailing address • Legal address • Temporary address • Out of state license identification number • Unique internal DMV identifier number 				

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
	E-4-3	Ability to retrieve and view one or more individuals with the following information as a result of search and allow the user to select an individual: <ul style="list-style-type: none"> • Driver License identification number • Non-Driver identification card number • First name • Last name • Middle name • Date of birth • SSN • EID number • Driver License status (Denied, Active, Inactive, Suspended, etc...) • License type • License class • Mailing address • Legal address • Temporary address • Out of state license identification number • Unique internal DMV identifier number 				
	E-4-4	Ability to alert the user if an individual is not found while searching in the system.				
	E-4-5	System shall have the ability to alert the user if the individual is under a probationary period.				
Retrieve Individual Information	E-4-6	Ability to retrieve and view the following information associated to an individual: <ul style="list-style-type: none"> • First name • Middle name • Last name • Suffix • Date of birth • SSN • License status • Driver License type • Email address • Legal address • Mailing address • Telephone • Registration status • Habitual Offender (yes/no) 				
	E-4-7	The system shall have the ability to communicate with the Driver License subsystem and search and retrieve an individual based on ALIAS name and date of birth and return the record as inquired.				

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
Add New Individual	E-4-8	Ability to add new individual's personal information by capturing the following details: <ul style="list-style-type: none"> • First name • Middle name • Last name • Suffix • Date of birth • SSN • Email address • Mailing address • Legal address • Temporary address • Telephone • Sex/gender • Height • Weight • Eyes • Hair • Organ Donor (yes/no) • OSI - Out of State indicator • OSI - Out of State expiration date • OSI - Out of State license class • OSI - Out of State license number • Military/Veteran symbol on license • Disabled Veteran indicator (yes/no) • FPO number • APO number • Citizenship status • Image waiver (yes/no) • Direct marketing waiver individual (yes/no) • Information release waiver individual (yes/no) 				
	E-4-9	Ability to alert the user if an individual's record already exists in the system to avoid creation of a duplicate record.				
	E-4-10	Ability to select type of addresses from the list below: <ul style="list-style-type: none"> • Mailing address • Legal address • Temporary mailing address 				
	E-4-11	Ability to capture the following details associated with each address type: <ul style="list-style-type: none"> • Street address line 1 (mandatory) • Street address line 2 (optional) • City (mandatory) • State (mandatory) • Zip Code (mandatory) 				

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
	E-4-12	Ability to establish time validity of an address by capturing "from date" and "to date" information. Permanent address does not require "to date" where as temporary address requires both "from date and "to date" information.				
	E-4-13	Ability to generate a unique identification for new individuals being added to the system.				
	E-4-14	Ability to capture using a check box if legal address is same as mailing address then set legal address to mailing address.				
Update Individual Information	E-4-15	Ability to update an individual's license status to "denied" when an individual has been issued citations for driving without a license and is convicted for another offense in a single stop or at the same time. Note: "denied" status would mean: <ul style="list-style-type: none"> • No license can be issued to the individual until 12 months after violation date • If the individual is under 16, license cannot be issued to the individual until his/her 17th birthday 				
	E-4-16	Ability to communicate with the DL subsystem and update the status of an individual's license to "denied." Users of the Driver License subsystem shall have the ability to view this status at the time of issuance of license.				
	E-4-17	Ability for users to update the following information associated to an individual: <ul style="list-style-type: none"> • First name • Middle name • Last name • Suffix • Email address • Legal address • Mailing address • Temporary address • Telephone • Date of birth • SSN • Deceased status (yes/no) 				
	E-4-18	Ability for the system to automatically alert a user, when an individual is retrieved in any subsystems when a suspension/revocation/disqualification and denial are added to an individual for any and all privileges.				
	E-4-19	Ability for users with role based access to merge identifications associated to an individual in the system.				

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
Retrieve Violation Information	E-4-20	Ability to retrieve and display the following violation information associated to an individual's record: <ul style="list-style-type: none"> • Violation information • Violation number • New number • Reason • Violation date • Conviction date • Document receive date • Plea • Finding • Fine amount paid • Time payment (yes/no) • Non-NH state • Court name • Commercial vehicle (yes/no) • Hazardous material vehicle (yes/no) • Appeal date • Type • Disposition type • Suspension add (yes/no) • Sentence • Last update • Delete/Annulment 				
	E-4-21	Ability for users to retrieve and view the following violation information associated to an individual's ALS record: <ul style="list-style-type: none"> • First name • Middle name • Last name • Suffix • Date of birth • SSN • Email address • Legal address • Mailing address • Temporary address • Telephone • Habitual Offender (yes/no) • Date of arrest • Date of service • Control number (mandatory) • Police department (numerical reference) • Police badge number • Failure to submit (yes/no) • License received (yes/no) • Submitted to test (yes/no) 				

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
Retrieve Driver History Record	E-4-22	Ability for users with role based access to retrieve and view the following information associated to an individual's driver history record: <ul style="list-style-type: none"> • First name • Middle name • Last name • Suffix • Date of birth • SSN • Email address • Legal address • Mailing address • Temporary address • Telephone • Opted out (yes/no) • Convictions • Suspensions • Restorations • Accidents 				
	E-4-23	The system shall have the ability to display the total number of points accrued by an individual as part of an individual driver record.				

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
Retrieve License Information	E-4-24	Ability to interface with driver license subsystem and display the following information License information: <ul style="list-style-type: none"> • First name • Middle name • Last name • Suffix • Date of birth • SSN • Email address • Mailing address • Temporary address • Legal address • Telephone • Gender • Height • Weight • Eyes • Hair • Organ Donor (yes/no) • OSI - Out of State Indicator • OSI - Out of State License number • Military status • Disabled Veteran indicator (yes/no) • FPO number • APO number • Fleet registration • Citizenship status • Image waiver (yes/no) • Direct marketing waiver individual (yes/no) • Information release waiver individual (yes/no) 				
	E-4-25	Ability to communicate with driver license subsystem and display the following information: <ul style="list-style-type: none"> • Total number of duplicate licenses issued • Non-Driver identification card Information (if any) 				

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
	E-4-26	Ability to communicate with driver license subsystem and display the following license information: <ul style="list-style-type: none"> • License class • Original issue date (date first NH license was issued) • Issue date • Original expiration date • Actual issue date • Actual expiration date • Operator status • Restrictions • Disability • Duplicate issue date • Duplicate issue count • Status date • Moved to state • Moved to state license number • Image date • Last renewal (options are "online", "in person") • Renewal notice +C11 sent date • Driver education instructor (yes/no) 				
	E-4-27	Ability to communicate with driver license subsystem and display the following information appointment information: <ul style="list-style-type: none"> • Application date • Appointment type • Test • Class • Appointment location • Appointment date • Time • Endorsements • Motorcycle permit • Permit issue date • Permit expiration date 				
Add Hearing Request	E-4-28	Ability for user to capture the following information while adding a hearing request into the system: <ul style="list-style-type: none"> • First name • Middle name • Last Name • Date of birth • Date • Mailing address • Legal address • Temporary address • Reason for hearing request 				
	E-4-29	Ability for system to attach emails received from individuals requesting a hearing to the respective hearing requests.				

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
	E-4-30	The system shall have the ability to automatically generate a new hearing number for every new hearing request added into the system.				
	E-4-31	System shall have the ability to retain a complete history of all hearings requests captured by the system along with the assigned hearing number.				
	E-4-32	Ability for users to update the status of a hearing to "requested" when a new hearing request is added into the system.				
Update Hearing Request	E-4-33	Ability to retrieve the following information while updating a hearing request (Note: Hearing requests are updated while "accepting" a request or "denying" a request): <ul style="list-style-type: none"> • Hearing number • Hearing status • Name • Date of birth • Date • Mailing address • Legal address • Temporary address • Reason for hearing request 				
	E-4-34	Ability for the user to update the following information associated with a hearing request: <ul style="list-style-type: none"> • Status (accepted/denied) • Reason for denial (comment) 				
	E-4-35	Ability for users to update the status of a hearing to "accepted" when a new hearing request is accepted.				
	E-4-36	Ability for the user to deny a hearing if the hearing was not requested within 30 days from the violation date. The user shall have the ability to update the status of the hearing request to "denied."				
	E-4-37	Ability for users with role based access to assign a hearing request(s) to be processed by hearing examiner. Note: The assignment shall be per location.				
	E-4-38	System to shall automatically capture the information of a user, who has updated the status of a "hearing request."				

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
Search Hearing	E-4-39	Ability for the user to search a hearing request using one or more from the following criteria: <ul style="list-style-type: none"> • Hearing number • First name • Middle name • Last name • Date of birth • SSN • Date • Mailing address • Legal address • Temporary address • Driver License identification number • Dealer identification number • Inspection station identification number • Mechanic card identification number 				
View Hearing Information	E-4-40	Ability for the user to retrieve and view the following information associated with a hearing (number): <ul style="list-style-type: none"> • First name • Middle name • Last name • Date of birth • SSN • Date • Mailing address • Legal address • Temporary address • Driver License identification number • Hearing number • Hearing status (requested/scheduled/closed out/denied) • Reason • Schedule date • Schedule time • Location • Hearings examiner • Type of request (email requests, automatic scheduling, manual scheduling) • Outcome • Comments • Audio file information 				

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
Schedule Hearing Appointment	E-4-41	Ability for the user to capture the following information while scheduling a hearing for an individual, when the status of the hearing request is "accepted": <ul style="list-style-type: none"> • Hearing number • Reason for hearing (drop-down menu of items listed in APPENDIX E-4.1: <i>Hearings & Violations - Reason Code Table</i>) • Schedule date • Schedule time • Location • Comments (optional) 				
	E-4-42	The System shall provide the ability for users to view and select hearings appointments from an internal calendar and display the following appointment information: <ul style="list-style-type: none"> • Location • Date(s) • Time slots (open) • Time slots (filled) • Time slots (blocked for administrative reasons) • If there are multiple hearing examiners in the location, the time slots are to be displayed accordingly • Email and phone numbers shall be provided on the web to contact bureau of hearings to schedule an appointment 				
	E-4-43	The system shall have the ability to automatically schedule a hearing for individuals from the following batch reports and display the list of hearings scheduled: <ul style="list-style-type: none"> • Operating after suspension and revocation (Note: does not apply to indefinite suspensions) • Drivers having table 2 violations • Drivers manually scheduled for CDL hearings • Drivers with railroad crossing violations • Drivers scheduled for CDL hearings • Drivers with out-of-service violations • Under age 20 youth operator 				
	E-4-44	Ability for a user with role based access to manually select an individual from a list of individuals generated and retrieved by the batch process for a hearing for the following hearing types (the system shall have the ability to automatically schedule a hearing for selected individuals, which can only be performed by a hearing examiner: <ul style="list-style-type: none"> • Habitual offenders • Points and violation of probation 				

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
	E-4-45	Ability for the user to enter a reason for not selecting an individual from a list of individuals generated and retrieved by a batch process for a hearing for the following hearing types (Note: Reason captured through a comment box): <ul style="list-style-type: none"> • Habitual Offenders • Points and violation of probation 				
	E-4-46	For individuals "not selected" in the hearing selection process, prevent their future selection until an additional points offense occurs.				
	E-4-47	Ability for users with role based access to view "driver history record" of an individual who is retrieved from the following batch processes: <ul style="list-style-type: none"> • Habitual Offenders • Points and violation of probation 				
	E-4-48	Ability for the user with role based access to view the complete driver record history while scheduling a hearing.				
	E-4-49	The system shall have the ability to alert the user to accommodate multiple hearings appointments associated to an individual into a single hearing session, if an individual already has a hearing scheduled on a given day.				
	E-4-50	Ability for the user with role based access to schedule ad-hoc hearings.				
Reschedule Hearing	E-4-51	System shall provide the ability for the user to reschedule a hearing and capture the following information if the current date is greater than 5 days from the date of hearing: <ul style="list-style-type: none"> • Hearing number • Reason for rescheduling • Comment • Reschedule date • Reschedule time • Reschedule location 				
	E-4-52	System shall provide the ability for users with supervisory privileges to reschedule a hearing and capture the following information if the current date is within 5 days from the date of hearing: <ul style="list-style-type: none"> • Hearing number • First name • Last name • Reason for rescheduling • Comment • Reschedule date • Reschedule time • Reschedule location 				

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
	E-4-53	Ability for users to retrieve and view the following information related to a rescheduled hearing: <ul style="list-style-type: none"> • First name • Last name • Driver License information • Date of birth • Hearing reason code • Mailing address • Legal address • Temporary address • Hearing number • Previous appointment date and times • Respective reason for rescheduling • Reschedule date • Reschedule time • Reschedule location 				
	E-4-54	Ability for users to capture a reason for denying a hearing reschedule request by an individual.				
	E-4-55	Ability for users to reschedule a hearing that was denied earlier using the same hearing number assigned.				
	E-4-56	Ability for the user to reschedule a hearing for an individual whose mailing address has been updated due to a "mail return."				
	E-4-57	Ability for users with supervisory override to search for a "denied" hearing and reschedule the hearing with appropriate reason code below: <ul style="list-style-type: none"> • Directors appeal • Superior court appeal 				
Update Calendar	E-4-58	The System shall provide the ability for users to block specific calendar day(s) on the hearing appointments calendar for administrative purposes. The user shall have the optional ability enter specific reasons while blocking calendar day(s).				
	E-4-59	System shall have the ability to display a list of dates and time slots available for users to reschedule a hearing by location. Any hearing appointment time slots must be adjustable. Note: If there are multiple hearing examiners in the location the time slots are to be displayed for each examiner.				
	E-4-60	System shall have the ability to display by location and hearing examiner, the list of dates and time slots that are available for users to select in order to reschedule a hearing. The user shall indicate the amount time (hours/minutes) for each hearing.				
	E-4-61	System shall automatically update the calendar when a hearing is scheduled.				

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
	E-4-62	The system shall allow the user to update an individual's existing appointment to reference multiple hearings in the same time slot. In cases where more than one hearing has been indicated in a single session (time slot) the system shall maintain the combined appointment session time. In addition, each hearing will be shall be unique and each shall require that a final disposition be entered.				
Update Hearing Disposition	E-4-63	Ability for the user to update an "Outcome" code for a hearing, selected from a list populated from the list in APPENDIX E-4.2: <i>Hearings & Violations - Outcome Code Table</i> .				
	E-4-64	Ability to capture the following information as part of a hearing disposition: <ul style="list-style-type: none"> • Hearing examiner • Hearing number • Outcome • Date • Comments 				
	E-4-65	The system shall have the ability to automatically generate a daily report to the respective hearing examiner and chief hearing examiner if an associated hearing has not been updated with disposition within a specified number of calendar days from the hearing date.				
	E-4-66	Ability for the user to close out a hearing when no new address available on a "mail return."				
	E-4-67	Ability for the users to update hearing status to "pending" when the outcome has not been determined.				
	E-4-68	Ability for users to add comments while updating hearing information for a hearing in "pending" status.				
	E-4-69	Ability to close an ALS record after updating hearing/court conviction information.				
	E-4-70	The system shall have the ability to generate a daily report to hearing examiner and chief examiner to close out a hearing a specified number of calendar days after an ALS has been partially dismissed or placed in a "pending" status, due to absence of the concerned police department.				
	E-4-71	Ability for a user to update a hearing disposition as a result of appeal to a superior court.				

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
	E-4-72	Ability to include the following information, related to the courses that can be taken for points reduction, as part of an individual's driver record the history of courses taken; specifically course type and course date.				
	E-4-73	Ability to include the following information, related to the courses that can be taken for points reduction, as part of an individual's driver record: <ul style="list-style-type: none"> • Suggested courses to be taken • Course type • Course date 				
	E-4-74	The system shall have the ability to calculate points accumulated by an individual during a specified time period from the individuals driving records.				
	E-4-75	Ability to manage points associated with conviction types.				
	E-4-76	Ability for users to change the date up to which an individual's license can be under "denied" status based on a hearing disposition.				
Update Audio Information	E-4-77	Ability for the user to check a box to indicate that an audio file associated to a hearing exists. Audio file name associated to the file shall be captured by the user.				

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
Add Suspension	E-4-78	Ability to capture the following information when adding a suspension to an individual's record: <ul style="list-style-type: none"> • Date of conviction • Violation reason • Law enforcement jurisdiction • Law enforcement state • Privileges being suspended (check box: Driver License, Registration) • Suspension duration • Suspension effective date • Is suspension consecutive (yes/no) • Probation duration • Probation start date • Is probation consecutive (yes/no) • Abeyance duration • Abeyance start date • Is abeyance consecutive (yes/no) • Insurance required (yes/no) <ul style="list-style-type: none"> • If yes, include effective date and end date • Security required (yes/no) <ul style="list-style-type: none"> • If yes, include amount of security • Hazardous material vehicle (yes/no) • Commercial vehicle (yes/no) • Requirements • Court name • Court docket number • Court charge number(s) 				
	E-4-79	Ability for users to select the type of action from the list: <ul style="list-style-type: none"> • Suspension • Revocation • Warning • Probation • Held in Abeyance • Disqualification 				
	E-4-80	Ability for users to select the type of privilege to suspend while adding suspension to an individual's record. Privileges that can be suspended are: <ul style="list-style-type: none"> • License • Registration (full privilege) • Both license and registration • Single registration • CDL • School bus 				

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
	E-4-81	Ability for users to select from the following information, while adding suspension to an individual's license/registration: <ul style="list-style-type: none"> • License type • License class • Endorsements • Registration plate number • Registration plate type • Vehicle identification number 				
	E-4-82	The system shall have the ability to display all registrations associated to an individual or a business, and allow the user to select a specific registration for suspension (single registration suspension).				
	E-4-83	Ability for users to suspend a registration in "expired" status.				
	E-4-84	Ability for users to add the effective date and duration, while adding suspension to an individual's record.				
	E-4-85	Ability for users to add multiple suspensions to an individual's record.				
	E-4-86	Ability to automatically populate the suspension end date based on the effective date and duration of suspension entered by the user (end date of suspension = effective date of suspension + duration).				
	E-4-87	Ability for the user to add requirements to be met by an individual while adding or updating suspension information associated to the individual.				
	E-4-88	The user shall have the ability to enter the following information related to a requirement, added to an individual's record: <ul style="list-style-type: none"> • Requirement type • Requirement start date • Requirement end date 				
	E-4-89	The system shall have the ability to alert the user to enter the following information, if an individual is required to file a Proof of Insurance (SR -22) required field has been marked as "Y" by the user: <ul style="list-style-type: none"> • Insurance effective date • Insurance duration 				
	E-4-90	The system shall have the ability to alert the user to enter the following information, if the security requirement required field has been marked as "Y" by the user: <ul style="list-style-type: none"> • Crash number • Security monetary amount 				

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
	E-4-91	Ability to automatically suspend an individual with a default record under the following conditions: <ul style="list-style-type: none"> • Suspension date = default date + 30 days (for instate drivers) • Suspension date = default date + 60 days (for out of state drivers) 				
	E-4-92	The system shall have the ability to alert users to enter the "docket number" of a previous suspension, while adding consecutive suspensions to an individual's record.				
	E-4-93	Ability to automatically populate the suspension end date when consecutive suspensions have been added. Effective end date of suspension = effective end date of previous suspension + duration of new suspension.				
	E-4-94	The system shall automatically suspend an individual's driving privilege, if current date = effective date of suspension. <u>Note:</u> Privileges that can be suspended are: <ul style="list-style-type: none"> • License (Operator, CDL, School Bus Certificate) • Registration (full and or single registration) • Both license and registration 				
	E-4-95	Ability for system/users to suspend single registration plates of NH business's under default status.				
	E-4-96	The system shall have the ability to suspend an individual under pending suspension, if there is no response received to a notification sent or if there is no updated address available for returned mail.				
	E-4-97	Ability for user to add multiple requirements to a specific suspension associated to an individual.				
	E-4-98	Ability to enter suspensions, which do not have an associated conviction record, into the system.				
	E-4-99	The system shall have the ability to automatically suspend an individual who is under pending suspension, when the individual fails to meet a requirement against his record by the effective suspension date.				
	E-4-100	Ability to manage reason codes associated to a suspension type.				
	E-4-101	The system shall have the ability to automatically update suspension information into an individual's violation records.				

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
Update Suspension Information	E-4-102	Ability to capture the following information when updating a suspension for an individual: <ul style="list-style-type: none"> • Date of conviction • Violation reason code • Law enforcement jurisdiction • Law enforcement state • Privileges being suspended (check box: driver license, registration, other) • Suspension duration • Suspension effective date • Is suspension consecutive (yes/no) • Probation duration • Probation start date • Is probation consecutive (yes/no) • Abeyance duration • Abeyance start date • Is abeyance consecutive (yes/no) • Insurance required if so: <ul style="list-style-type: none"> • Insurance duration • Insurance effective date • Insurance end date • Security deposit required (yes/no) if so: <ul style="list-style-type: none"> • Amount • Hazardous material vehicle (yes/no) • Commercial vehicle (yes/no) • Requirements • Court name • Court docket number • Court charge number(s) 				
	E-4-103	Ability to automatically populate the suspension end date based on the effective date and duration of suspension entered by the user (end date of suspension = effective date of suspension + duration).				
	E-4-104	Ability for users to update the suspension associated to a defaulted individual's record upon receipt of total amount due from the individual.				
	E-4-105	The system shall have the ability to automatically suspend an individual if the individual fails to meet a security requirement, 30 days from the notification date when damages or claims are greater than or equal to \$1000 or a medical claim has been filed.				
	E-4-106	The system shall have the ability to automatically update suspension information into an individual's driver history records.				
	E-4-107	Ability for the user to add/update consecutive suspensions into an individual's suspension record.				

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
	E-4-108	Ability for the user to remove suspension privileges against an individual who has requested a hardship waiver.				
	E-4-109	Ability to restore registration privilege of an individual who requests a hardship waiver.				
View/Update ALS information	E-4-110	Ability for users to view the type of ALS as part of an individual's ALS information. The types of ALS are: <ul style="list-style-type: none"> • Felony • Standard • CDL 				
	E-4-111	Ability to view and update the following information as part of ALS information into the system: <ul style="list-style-type: none"> • First name • Middle name • Last name • Suffix • Date of birth • SSN • Email address • Legal address • Temporary address • Telephone • Habitual Offender (yes/no) • Date of arrest • Date of service • Control number (mandatory) • Police department (numerical reference) (mandatory) • Police badge number • Failure to submit (yes/no) • License received (yes/no) • Submitted to test (yes/no) (mandatory) 				
	E-4-112	The system shall have the ability to prompt the user to enter one of the following reasons or reason codes if the "license received" field has been marked a "N": <ul style="list-style-type: none"> • Expired • Did not submit • Not in possession • Out of state 				
	E-4-113	The system shall have the ability to prompt the user to update the following information if the "submitted to test" field has been marked "Y" by the user: <ul style="list-style-type: none"> • Percent of Blood Alcohol Content (BAC) • Date of results 				

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
	E-4-114	Ability for users to update conviction information received from a court disposition into an individual's violation records. Note: This requirement is for ALS's that have been partially dismissed awaiting conviction by Bureau of Hearings.				
Rescind Suspension	E-4-115	Ability for users to rescind an individual suspension, if an ALS was totally dismissed as a result of a hearing.				
	E-4-116	Ability for users to rescind suspension of an individual who defaulted a hearing.				
	E-4-117	Ability for users to rescind partial ALS dismissal against an individual, if an ALS was totally dismissed as a result of a court disposition.				
	E-4-118	Ability for the users to capture a reason when rescinding a suspended individual.				
	E-4-119	The system shall have the ability to rescind a fee associated with an ALS from the individual records, upon rescinding an ALS: <ul style="list-style-type: none"> • This requirement applies to a situation where an individual has only one suspension against his records • An individual can be charged reinstatement fee only once for reinstating license/registration 				
	E-4-120	Ability to for the user to rescind/delete any suspension/revocation and disqualifications and capture reason for performing the operation.				
	E-4-121	Ability for a user with role based access to review rescinded hearings.				
Update Requirements Information	E-4-122	The user shall have the ability to enter any requirements to be met by the individual while adding/updating individual suspension information.				
	E-4-123	The user shall have the ability to enter the following information related to a requirement added to an individual's record: <ul style="list-style-type: none"> • Requirement type • Requirement start date • Requirement end date 				
	E-4-124	Ability for user to add multiple requirements to a specific suspension associated to an individual.				

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
	E-4-125	Ability for the user to select requirement from the list of requirements given below: <ul style="list-style-type: none"> • Alcohol evaluation • Medical evaluation • Counseling • Examination • Financial Responsibility • Documents • Hearing • License return • Defensive driving school • Review • After care • Attitude program • Psychological evaluation 				
	E-4-126	Ability to select a driver course from list of courses available in the system while adding driver program certificate information.				
	E-4-127	Ability to restore an individual license/registration for a period of 21 days or until the next available hearing date (whichever comes first) when a hearing has been rescheduled by the police department.				
	E-4-128	Ability for the user to view the complete records of all requirements for an individual.				
Update Violation Information	E-4-129	Ability for users to rescind partial ALS dismissal against an individual if an ALS was dismissed as a result of a court disposition.				
Update Driver History Record	E-4-130	Ability for the system to automatically update hearing disposition information into the driver history record of an individual.				
Update Appeal Information	E-4-131	Ability to select from the below appeal types, while for a hearing: <ul style="list-style-type: none"> • Directors appeal • Superior Court appeal • Supreme Court appeal 				
	E-4-132	Ability to users to update status of a hearing to "appealed."				
	E-4-133	The following information is captured when a hearing is being rescheduled as a result of appeal to a superior court: <ul style="list-style-type: none"> • Docket number and charge identification number • Superior court name • Location/jurisdiction • Date of receipt of appeal 				

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
	E-4-134	Ability to capture the following appeal information when Bureau of Hearings receives court notice of appeal: <ul style="list-style-type: none"> • Notice received date • Appeal's court appointment date • Appeal's court name and location • Previous hearing examiner • Individual information • Disposition previously entered • Scan copy of notice from higher court 				
	E-4-135	Ability for users to associate multiple appeals to a specific hearing number.				
Capture Mail Return Update	E-4-136	Ability for users to capture the following information on receipt of returned mail: <ul style="list-style-type: none"> • Bureau • Type of mail returned • Date of return • Notification date • Notification resend date • Updated mailing address • Updated legal address • Reason for returned mail • Reference numbers: <ul style="list-style-type: none"> • Court docket number (if any) • D93 number (if any) • Hearing number (if hearing associated) 				
	E-4-137	Ability for users to select the bureau to which a mail has been returned from the list given below: <ul style="list-style-type: none"> • Bureau of Financial Responsibility • Bureau of Hearings • Bureau of Registration <ul style="list-style-type: none"> • Dealers • Inspection • Vehicle registrations • Bureau of Title and Anti-Theft • Bureau of Driver Licensing 				
	E-4-138	Ability to update the following details associated to the mailing/legal address of an individual: <ul style="list-style-type: none"> • Street address line 1 (mandatory) • Street address line 2 (optional) • City (mandatory) • State (mandatory) • Zip code (mandatory) 				
	E-4-139	System shall alert the user to reschedule a hearing using the reason as "mail return" when a new mailing address has been received for an individual. Note: This requirement is applicable when the type of mail returned is a hearing notice.				

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
Reports	E-4-140	The system shall provide an ability to the users to: <ul style="list-style-type: none"> • Electronically view all reports • Export the reports to Microsoft Excel 				
	E-4-141	The system shall provide the ability for users to generate all reports based on user specified time periods as: <ul style="list-style-type: none"> • Annually • Quarterly • Monthly • Other user specified dates 				
	E-4-142	The system shall have the ability to generate an on-demand report on all hearings that have been rescheduled for a specified period of time.				
	E-4-143	Ability to generate a report on all hearing requests that have been denied. The report shall contain the following details: <ul style="list-style-type: none"> • Hearing examiner name • Reason for hearing • Reason for denial • Date of request 				
	E-4-144	Ability to generate reports based on the type of hearing. The report shall include the following information: <ul style="list-style-type: none"> • Hearing officer • Individual names • License number • Location • Scheduled for hearing (yes/no) • Reason code 				
	E-4-145	Ability to generate reports based on hearing outcomes. The report shall include the following information: <ul style="list-style-type: none"> • Hearing examiner • Individual names • License number • Location • Reason code • Outcome(s) 				
	E-4-146	Ability to generate a report based on a hearing officer. The report shall include the following information: <ul style="list-style-type: none"> • Officer name • Location • Outcomes • Hearings scheduled and not scheduled • Time taken to update dispositions • Hearing reasons • Hearings reviewed • Reschedule reasons 				

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
	E-4-147	Ability to generate reports on hearings by location. The report shall include the following information: <ul style="list-style-type: none"> • Total number of hearings • Total number of open, blocked appointment slots • Names of hearing officers present • Hearing types conducted per location 				
	E-4-148	Ability to generate reports on an individual's hearing history. The report shall include the following information: <ul style="list-style-type: none"> • All hearings scheduled • All hearing requests that have been denied • Outcome of each hearing • Suspension/revocation details • Hearing Examiner(s) • Date and time • Location • A list of all warnings, probations, held in abeyance 				
	E-4-149	Ability to generate a sortable comprehensive report. The report shall include the following information: The report shall be ordered by any one of the desired criteria. <ul style="list-style-type: none"> • Hearing number • Hearing(s) scheduled (yes/no) • All hearing requests that have been denied • Outcomes • Associated suspension/revocation information • Hearing examiners(s) • Date and time • Location 				
	E-4-150	Ability to generate a report on all individuals whose licenses have been suspended.				
	E-4-151	Ability to generate a report on all hearings requests that are in "accepted" status to schedule a hearing.				
	E-4-152	Ability to generate a report of all individuals suspended as a result of a hearing disposition.				
	E-4-153	Ability to generate a report of all individuals convicted of illegal possession of alcohol. Note: This report is only for those convictions, without the court order of no loss of license.				
	E-4-154	Ability to generate a report on drivers having tables 1, 2, 4 and 5 violations.				
	E-4-155	Ability to generate a daily report on individuals when a violation date is less than a license issue date. The report shall contain the motor vehicle violation information.				
	E-4-156	Ability to generate a report on all CDL drivers manually scheduled for hearings.				

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
	E-4-157	Ability to generate reports based on the following criteria: <ul style="list-style-type: none"> • Drivers with Railroad crossing violations • Drivers with out of service violations • Report on Habitual Offenders (daily report) The report shall contain: <ul style="list-style-type: none"> • First name • Middle name • Last name • Date of birth • NH license number • Class of license • Docket number/standalone number • NH reason code and ACD code • Detail information if received electronically • Commercial vehicle indicator • Hazardous material indicator • Violation date • Conviction date 				
	E-4-158	Ability to generate a report on all individuals who defaulted a hearing.				
	E-4-159	Ability to generate a report on all individuals who violated while on probation.				
	E-4-160	Ability to generate a report on all under 21 drivers charged with DWI.				
	E-4-161	Ability to generate a report consisting of all hearings that have been in "continuance."				

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
	E-4-162	Ability to generate a daily conviction report to be reviewed by hearing officers before scheduling a hearing. The report shall include the following information: <ul style="list-style-type: none"> • Violation date • Conviction date • Conviction type • Commercial vehicle (yes/no) • Hazardous material (yes/no) • Finding (Guilty/Not Guilty) • Court • Sentence (RSA) • Fine amount • Docket number • Hearing date • Reason • Reference • Outcome • Action type • Requirement • Effective date • End date • Eligibility • Duration • Satisfied (yes/no) 				
	E-4-163	Ability to generate and display a complete individual's driver history record.				
	E-4-164	Ability to generate a report for users with role based access using a list of hearings by hearing examiners for a specified time period.				
	E-4-165	Ability to generate a report for users with role based access for all hearings that are scheduled for a specific day.				
	E-4-166	Ability to generate a report of withdrawals of hearings by a police department. The report shall include the following details: <ul style="list-style-type: none"> • Police department details • Withdrawal reasons • Withdrawal date • Individual information • Hearing number • Hearing examiner name • Hearing reason code 				
	E-4-167	Ability to generate a consolidated report of all hearings rescinded after suspension.				
	E-4-168	Ability to generate a report of all partially dismissed ALS hearings that are rescinded.				

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
	E-4-169	System shall provide an ability to generate a report of all hearings being appealed by an individual. The following information shall be displayed: <ul style="list-style-type: none"> • Hearing number • Hearing examiner • Hearing reason • Court appointment date, time, location and name 				
	E-4-170	The system shall have the ability to generate a report on all convictions entered into the system that are associated with a partial dismissal of ALS.				
	E-4-171	Ability to generate a monthly report on partial dismissals with convictions.				
	E-4-172	Ability to generate a daily report on partial dismissals awaiting convictions.				
	E-4-173	Ability to generate a report of all ALS hearings that have been dismissed.				
	E-4-174	Ability to generate a report of all CDL holders who have active ALS suspensions.				
	E-4-175	Ability to generate a report on all individuals who are eligible to be scheduled for a points hearing, using the following criteria: <ul style="list-style-type: none"> • Total Number of points accrued in current calendar greater than 12 • The report shall include the age of the individual, year, number of points and date of completion of a safe driver course. 				
	E-4-176	Ability to generate a report on all under 20 individuals with a second speeding violation, within first 2 years of the license issue date. Note: This also applies to all individuals who were under 20 years of age at the time of violation.				
	E-4-177	Ability to generate a report of more than one conviction within the same calendar year in violations with RSA 266:18-b for a CDL driver.				
	E-4-178	Ability to generate a report of all individuals with more than three convictions for a given calendar year.				
	E-4-179	Ability to generate a report of all individuals convicted for the following reason "operating/driving without proper license."				
	E-4-180	Ability to generate a report of hearings closed out due to mail returns.				
	E-4-181	Ability to generate a report of hearings rescheduled due to mail returns.				

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
	E-4-182	Ability to generate a report of individuals records are updated as "mail returned."				
	E-4-183	Ability to generate a report on all hearings for the violation type "illegal possession of alcohol."				
	E-4-184	Ability to generate a report on all hearings for the violation type "operating after suspension and revocation."				
	E-4-185	Ability to generate a report on all hearings for the violation type "CDL hearings."				
	E-4-186	Ability to generate a report on all hearings for the violation type "Habitual Offenders."				
	E-4-187	Ability to generate a report on all hearings for the violation type "points and violation of probation."				
	E-4-188	The system shall have the ability to generate a report of hearings if a hearing examiner has not updated disposition within 15 calendar days from the hearing date. The following are the hearing types: <ul style="list-style-type: none"> • ALS • Fatal crash • Probationary license holder (ALS) • CDL ALS • Fireworks license suspension 				
	E-4-189	The system shall have the ability to generate a report of all hearings if a hearing examiner has not updated disposition within 30 working days from the hearing date, applies to all hearings except: <ul style="list-style-type: none"> • ALS • Fatal crash • Probationary license holder (ALS) • CDL ALS • Fireworks license suspension 				
	E-4-190	Ability to generate a report on all hearings scheduled automatically.				
	E-4-191	Ability for system to generate a report of an individual's history with the Department of Safety, Bureau of Hearings. This report will exclude convictions, accidents, etc., but shall list all scheduled hearing dates, outcomes, etc.				
Notifications	E-4-192	Ability to generate an "order of service" for the law enforcement to be issued to an individual.				
	E-4-193	Ability to generate a notification to the law enforcement officers when a hearing has been scheduled and ability for the user to send the notifications through an email.				

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
	E-4-194	Ability to generate a notification to the law enforcement officers when a hearing has been rescheduled and ability for the user to send the notifications through an email.				
	E-4-195	Ability to generate a notification to the law enforcement officers with the results of a hearing dispositions received and ability for the user to send the notifications through an email.				
	E-4-196	Ability to generate an "order of service" for an individual.				
	E-4-197	System shall have the ability to generate a notice of denial to an individual when a hearing request is denied.				
	E-4-198	Ability to generate a notification to an individual when a hearing has been scheduled.				
	E-4-199	Ability to generate a notification to an individual when a hearing has been rescheduled.				
	E-4-200	Ability to generate a notification of pending suspension to an individual.				
	E-4-201	Ability to generate a notification for an individual, whose license has been restored.				
	E-4-202	Ability to generate a notification to an individual whose suspension has been rescinded.				
	E-4-203	Ability to generate a notification to an individual whose ALS hearing has been rescinded.				
	E-4-204	Ability to generate a notification for an individual whose suspension/revocation has been deleted.				
	E-4-205	Ability to generate a notification to an individual with the result of a hearing disposition.				
	E-4-206	Ability for the users to generate an amendment letter or a notice letter when suspension effective dates are modified.				
Add Insurance information	E-4-207	Ability for users to add insurance (SR-22) information to an individual's driving record.				
	E-4-208	Ability to capture the following information as part of insurance information associated with a specific driving record: <ul style="list-style-type: none"> • Violation number • Effective date • End date 				
	E-4-209	Ability for the users to view SR-22 information associated to an individual's record.				

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
	E-4-210	The system shall have the ability to prompt the user if an individual already has an SR-22 while adding an SR-22 requirement into the individual's records for a new conviction.				
Update Insurance information	E-4-211	Ability to update an SR-22 end date on an individual records for all convictions codes.				
	E-4-212	Ability for users to update the end date of an SR-22 requirement for an individual if an individual already has an SR-22 in place while adding SR-22 requirement received as part of a new conviction.				
Print	E-4-213	Ability to print the driver history record on-line or through a batch process: <ul style="list-style-type: none"> • Type of request • Conviction history • Suspension history • Restorations • Crash information • Hearing information 				

E-4.1 Hearings & Violations - Reason Code Table

Reason Code Number	Description	NH RSA
AC00	SPEED-SP DTL REQUIRED	265:60
AC08	DUI WITH BAC >=.08	265-A:2
AC10	DUI WITH BAC >=.10	265-A:2
AC12	DUI WITH BAC >=(DET REQD)	265-A:2
AC13	DUI ALCOHOL	265-A:2
AC14	DUI ALCOHOL & DRUGS	265-A:2
AC16	DUI @ 10 ADMIN	265-A:4
AC20	DRIVING WHILE LIC WITHDRAWN	263:64
AC21	SPEED 21-30 OVER LIMIT DTL OPT	265:60
AC22	DRIVING WHILE LIC CANCELLED	263:64
AC23	DRIVING WHILE LIC DENIED	263:64
AC24	DRIVING WHILE LIC DISQ	263:64
AC25	DRIVING WHILE LIC BARRED	263:64
AC31	SPEED 31-40 OVER LIMIT DTL OPT	265:60
AC41	SPEED 41+ OVER LIMIT DTL OPT	265:60
AC42	FAIL TO SHOW INS CERT	263:63
AC50	FAIL TO SHOW NON CDL LIC	263:02:00
AC61	HIT & RUN AFTER ACC	264:25:00
AC62	HIT & RUN FATAL ACC	264:25:00
AC63	HIT & RUN INJURY ACC	264:25:00
AC64	HIT & RUN PROPERTY DAMAGE ACC	264:25:00
AC71	LEAVE SCENE - FATAL ACC	264:25:00
AC72	LEAVE SCENE INJURY ACC	264:25:00
AC73	LEAVE SCENE PROP DAMAGE ACC	264:25:00
ALSA	ALS APPEAL	265-A:34
AR10	ADMINISTRATIVE REQUIREMENT	
AR20	ADMINISTRATIVE REQUEST OR REVIEW	261:178
AS10	ADM IMMED SUSP LIC/OP PRIV	263:59:00
BI50	BOATING WHILE INTOX-ADMIN PER SE	265-A:2II
BI52	SUBS BOAT INTOX-ADMIN PER SE	265-A:2II
BM05	BICYCLE-MOPED VIOL-NO DETAIL	265:143
CDLR	COMMERCIAL ENDORSE RESTORATION	263:94IV
CS80	2 SERIOUS VIOLATIONS - COMM VEH	263:94VIB
CS81	3 SERIOUS VIOLATIONS - COMM VEH	263:94VIC
CS91	1ST MAJOR OFFENSE-CDL	263:94I
CS92	2ND MAJOR OFFENSE-CDL	263:94III

Reason Code Number	Description	NH RSA
CS93	3RD OR SUB MAJOR OFFENSE-CDL	263:94V
DB10	DWI - BOAT	265-A:2II
DB15	DWI DRUGS - BOAT	265-A:2II
DB20	DWI SECOND OFFENSE - BOAT	265-A:2II
DB25	DWI SUBSEQUENT OFFENSE - BOAT	265-A:2II
DB30	DWI AGGRAVATED - BOAT	265-A:3
DE00	BRAKES REQUIRED-CAR/PICKUP	266:27:00
DE01	HYDROLIC BRAKE FLUID-CAR/PICKUP	266:29:00
DE02	FRONT LIGHTS - CAR/PICKUP	266:31:00
DE03	APPROVAL LIGHTING/SAFETY EQUIP	266:32:00
DE04	TRACTOR LAMPS	266:35:00
DE05	LIGHTING REQUIRED	266:36:00
DE06	SPOT LAMPS AND AUXILIARY LAMPS	266:37:00
DE07	STOP LAMPS	266:38:00
DE10	ANTIQUE VEHICLE EXEMPTION	266:33:00
DE11	CLEARANCE LAMPS	266:40:00
DE12	BACK-UP LAMPS	266:41:00
DE15	DIRECTIONAL SIGNALS	266:42:00
DE20	REFLECTORS	266:43:00
DE25	TAIL LAMP AND REFLECTORS	266:44:00
DE26	ADDITIONAL REFLECTORS	266:45:00
DE30	DEFECTIVE MUFFLER	266:54:00
DE40	UNSAFE TIRES	266:48:00
DE41	SALE/USE REGROOVED TIRES PROHIB	266:47:00
DE42	TIRE REQUIREMENTS	266:48:00
DE43	VEHICLE TIRES	266:50:00
DE44	METHOD MEASURING TREAD DEPTH	266:51:00
DE50	DEFECTIVE EQUIPMENT	266:04:00
DE60	VISUAL REQUIREMENTS	266:49:00
DE65	MIRRORS	266:55:00
DE66	WINDSHIELD WIPERS AND DEFROSTERS	266:56:00
DE67	SAFETY GLASS REQUIRED	266:58:00
DE70	FARM VEHICLE EXEMPTIONS	266:53:00
DE80	STANDARDS FOR ODOMETERS	266:60
DE85	SCHOOL BUS DESIGN RULES	266:66
DE98	TOW BARS REQUIRED	266:64
DE99	DISTRESS SGNL-INDIV W/DISABILITY	266:61
DI10	DRIVING WHILE INTOXICATED	265-A:2

Reason Code Number	Description	NH RSA
DI11	UNDERAGE DWI	265-A:2
DI15	DWI DRUGS	265-A:2
DI16	UNDERAGE DWI DRUGS	265-A:2
DI20	DWI - SECOND OFFENSE	265-A:2
DI21	UNDERAGE DWI - SECOND OFFENSE	265-A:2
DI24	DWI - 4TH OR SUBSEQUENT	265-A:2
DI25	DWI - THIRD OFFENSE	265-A:2
DI26	UNDERAGE DWI - SUBSEQUENT OFF	265-A:2
DI30	DWI - AGGRAVATED	265-A:3
DI31	DWI - DEFAULT	263:56-A
DI32	UNDERAGE DWI - AGGRAVATED	265-A:3
DI35	DWI-APPEALED	265-A:2
DI40	TRANSPORTING DRUGS	265-A:43
DI50	ADMINISTRATIVE PER SE	265-A:30
DI51	UNDERAGE ADMINISTRATIVE PER SE	265-A:30
DI52	ADMINISTRATIVE PER SE SUBSEQUENT	265-A:30
DI53	PROB LIC - ADMIN PER SE	265-A:35
DI54	PROB LIC - ADMIN PER SE SUBSEQU	265-A:35
DI55	UNDERAGE ADMIN PER SE - SUBSEQU	265-A:30
DI60	DWI .04 - .09 COMM VEH	265-A:23
DI62	DWI .04-.09 COMM VEH SUBSEQUENT	265-A:23
DI63	COMM VEH ADMIN PER SE	265-A:25IV
DI64	COMM VEH ADMIN PER SE 2ND	265-A:25IV
DI65	CMV REFUSAL OF IMPLIED CONSENT	265-A:25
DI66	CMV REFUSAL IMPLIED CONSENT 2ND	265-A:25
DS30	DISOBEY LICENSE RESTRICTIONS	263:13:00
DS40	CORRECTIVE LENS	263:13:00
EM01	OPACITY VIOLATION - 1ST	266:59C
EM02	OPACITY VIOLATION - 2ND	266:59C
EM03	OPACITY VIOLATION - 3RD	266:59C
EM04	OPACITY VIOLATION - SUBSEQUENT	266:59C
EM10	UNATTENDED VEHICLE	265:72
EM11	ABANDONED VEHICLE	262:40-C
EM21	IMPROPER LOADING	263:61
EM30	TINTED WINDOWS	266:58-A
EM31	DEFAULT EMISSIONS FINE	263:56-A
EM40	EXCESSIVE NOISE	266:59:00
EM50	EMISSIONS CONTROL TEST	266:59-B

Reason Code Number	Description	NH RSA
EM54	DEFAULT EMISSIONS ADMIN FEE	263:56-A
EM70	TAKE WITHOUT CONSENT	262:12:00
EM80	POSSESSION MASTER KEYS	262:13:00
ER30	NON-INSPECTION	266:05:00
ER40	NO FLARES	266:72-A
ER50	WRECKER VIOLATIONS	266:109
EZ01	DEFAULT EZPASS 1ST OFFENSE	263:56-F
EZ02	DEFAULT EZPASS 2ND OFFENSE	263:56-F
EZ03	DEFAULT EZPASS 3RD OFFENSE	263:56-F
EZ04	DEFAULT EZPASS 4TH OR SUBSEQUENT	263:56-F
EZ05	DEFAULT EZPASS PROTESTED CHECK	263:56-F
FE10	FELONY COMM VEH - 1ST	263:94
FE20	FELONY COMM VEH - 2ND	263:94
FE30	FELONY COMM VEH - DRUGS	263:94
FE50	FELONY ADMINISTRATIVE PER SE	265-A:30
FE52	FELONY ADMIN PER SE - SUBSEQUENT	265-A:30
FO10	FOLLOWING TOO CLOSE	265:25:00
FO20	FOLLOWING FIRE APPARATUS	265:100
FO25	FOLLOW FIRE TRUCK-500FT	265:100
FR40	NO FINANCIAL PROOF	263:63
HE01	CRIMINAL SEX OFFENDER HEARING	
HE10	COMMON CARRIER HEARING	
HE15	CHINS HEARING	263:56-B
HE20	INSPECTION STA. HEARING	
HE25	DR ED COMM SCHOOL LIC HEARING	
HE30	AUTO DEALER HEARING	
HE35	DR ED INSTRUCTOR CRT/LIC HEARING	
HE40	BOAT DEALER HEARING	
HE45	DR IMPROVEMENT COURSE HEARING	
HE50	BOATING HEARING	
HE55	DRIVER ATTITUDE PROGRAM HEARING	
HE60	JET SKI HEARING	
HE65	DRIVER LICENSING AGENT HEARING	
HE70	DYNAMITE LICENSE HEARING	
HE73	FLAGRANT SPEEDING CONVICTIONS	265:60
HE74	SALVAGE VEHICLE	261:22IV
HE75	HARDSHIP REGISTRATION ABUSE	261:180
HE76	SUBSEQUENT OPERATION OF VEHICLE	263:64

Reason Code Number	Description	NH RSA
HE80	INSP MECHANIC HEARING	
HE90	ROAD TOLL HEARING	
HE92	MOTION TO RE-OPEN	
HE99	ALS - MOTION TO RE-OPEN	
HR10	LEAVING SCENE	264:25:00
HR40	DISOBEY POLICE OFFICER	265:04:00
HR41	FAIL REVEAL IDENT-FATAL,INJ ACC	265:04:00
HR42	PERJURY ABOUT OPERATION OF VEH	265:04:00
HR60	CONDUCT AFTER ACCIDENT	264:25:00
HR70	ACCIDENT RECORD	
IL05	IMPROPER OR UNSAFE LANE CHANGES	265:44:00
IL10	YELLOW LINE	265:22:00
IL20	FAIL TO KEEP RIGHT	265:16:00
IL25	DRIVING TO LEFT OF CENTER	265:21:00
IL30	DIRECT COURSE	265:11-A
IL40	DRIVING ON SIDEWALK	265:26-A
IL50	COASTING	265:99
IL60	CROSSING MEDIAN	265:26:00
IL70	PASS ON RIGHT	265:19:00
IL75	CONTROL SIGNALS - LANE USE	265:13:00
IL80	UNLAWFUL PASSING ON THE LEFT	265:20:00
IL85	APPROACHING VEHICLES	265:17:00
IL90	RESTRICTED ACCESS VIOLATION	265:27:00
LI10	RUBBISH ON HIGHWAY	265:102
MC10	MOTORCYCLE REQ T	265:122
MC16	MOTORCYCLE LEARNER'S PERMIT	263:32:00
MC20	RIDING UPON MOTORCYCLES	265:120
MR10	FALSE STATEMENT	263:12V
MR15	FALSE STATEMENT-RESIDENTS TAX	261:73
MR20	FALSE REPORT OF THEFT	262:03:00
MR30	ODOMETER TAMPERING	262:17:00
MS30	ROAD USE TAX	260:52:00
MS40	CHANGE OF ADDRESS	261:55:00
MS45	NO NOTICE OF NAME CHANGE	261:55:00
MS50	SOLICITING RIDE	265:40:00
MS60	ILLEGAL PARKING	265:69
MS70	PARKING ON HIGHWAY	265:68
MS80	PASSENGERS IN IMPROPER TRUCK	265:106

Reason Code Number	Description	NH RSA
MS85	RIDING IN TRAILERS	265:97
MS90	FAIL-REPORT SALE	261:66
OC10	OPEN CONTAINER	265-A:44
OC15	OPEN CONTAINER - SUBSEQUENT	265-A:44
OF10	OPERATOR FOLDER	
OH10	DWI - OHRV	265-A:2
OH15	DWI DRUGS - OHRV	265-A:2
OH20	DWI SECOND OFFENSE - OHRV	265-A:2
OH25	DWI SUBSEQUENT OFFENSE - OHRV	265-A:2
OH30	DWI AGGRAVATED - OHRV	265-A:2
OLEP	WEB ONLINE TICKET PAYMENT	
OT05	MOUNTAIN DRIVING VIOLATIONS	265:98
OT10	OTHER	
OT15	DRV OVER FIRE HOSE W/OUT CONSENT	265:101
OT20	NON MOTOR VEHICLE RELATED	
OT30	FISH & GAME	
OV10	OVERHEIGHT	266:10:00
OV20	OVERWIDTH	266:12:00
OV30	OVERLENGTH	266:11:00
OV40	OVERLOAD	266:25:00
OWL1	OP W/O LICENSE PLUS 1 CONV	263:1-B
PA44	SCHOOL BUS VIOLATION	265:54:00
PA45	MISUSE OF SCHOOL BUS SIGNS	265:56:00
PA50	IMPROPER OPERATION OF SCHOOL BUS	265:57:00
PA55	SCHOOL BUS STOP AND STROBE LIGHT	266:39:00
PA60	SCHOOL BUS DESIGN RULES	266:62
PC30	PROTESTED CHECK - IRP	
PDWD	ALS W/D BY PD	
RK10	RECKLESS OPERATION	265:79
RK11	VEHICULAR ASSAULT	265:79-A
RK12	NEGLIGENT DRIVING	265:79-B
RK15	RECKLESS - APPEALED	265:79
RK20	OPERATING TO ENDANGER	265:79
RK30	MANSLAUGHTER	630:02:00
RK32	TRANSPORTATION OF EXPLOSIVES	265:115
RK33	TRANSPORTATION OF HAZ MATERIAL	265:117
RK40	NEGLIGENT HOMICIDE	630:03:00
RK41	NEGLIGENT HOMICIDE OPERATING CMV	263:94IG

Reason Code Number	Description	NH RSA
RK45	MV FELONY NOT TRAFFIC	630:03:00
RK50	RECKLESS DEATH	630:02:00
RK51	FATALITY NEGLIGENT OPERATION CMV	263:94IG
RK60	IMPEDING TRAFFIC	265:64
RR10	FAIL REPORT ACCIDENT	264:25:00
RR12	FAILURE TO REPORT INJURY OF DOG	264:31:00
RR15	FAILURE TO FILE - FATAL ACCIDENT	264:25:00
RR20	FAIL ANS SUMMONS	263:56-A
RR25	FAILURE - SURRENDER LICENSE	263:12IV
RR30	ALTERATION OF TITLE	262:01:00
RT00	LOAN PLATES PROHIBITED-DEALER	261:108
RT01	LOAN PLATES PROHIBITED-TRANSPRTE	261:117
RT02	LOAN PLATES PROHIBITED-UTILITY	261:122
RT03	AGRICULTURAL PLATE-20MILE RADIUS	261:82
RT04	FARM REG PLATES-ILLEGAL USE	261:84
RT05	SKI AREA PLATES-AREA USE/3 MILES	261:85
RT10	HARDSHIP REGISTRATION	261:180
RT20	CHANGING VEHICLE ID	262:08:00
RT30	MISUSE OF REGISTRATION	261:61
RT35	MISUSE OF PLATES (OLD)	261:176
RT36	MISUSE OF REPAIR PLATES	261:138
RT40	MISUSE OF PLATES	261:176
RT45	FAIL DSPLY PLATES (OLD)	261:176
RT50	IMPROPER LICENSE CLASS COMM	263:92
RT51	DRIVING COMM VEH W/OUT CDL	263:92
RT52	DRIVING COMM VEH W/OUT CDL-2ND	263:92
RT53	DRIVE COM VEH W/OUT CDL-3RD/SUB	263:92
RV20	OP WHILE HABITUAL OFFENDER	262:23:00
RV30	PROBATIONARY LICENSE	265-A:35
RV40	FAIL - APPEAR FOR RE-EXAM	
RV50	ROAD VIOLATION	
RV60	RESULT OF HEARING	
RV70	ALCOHOL PROGRAM COMPLETION	265-A:42
RW15	FAILURE TO YIELD-HWY CONSTRUCT	265:6-A
RW20	FAIL TO YIELD-ALLEY/DRIVEWAY	265:53:00
RW30	FAIL TO YIELD RIGHT OF WAY	265:28:00
RW35	FAIL TO YIELD TO EMERGENCY VEH	265:33:00
RW36	PEDESTRN FAIL TO YIELD EMERG VEH	265:8VII

Reason Code Number	Description	NH RSA
RW40	FAILURE YIELD PEDESTRIAN	265:35:00
RW45	FAIL YIELD-PED XWALK/TRAF SIGNAL	265:11I
RW46	PEDESTRN FAIL TO YIELD TO TRFC	265:36:00
RW47	PEDESTRN X DIAG/NO CONTRL SIGNLS	265:36IV
RW48	PEDESTRN FAIL YIELD ROADWY TRAF	265:39:00
RW49	PEDESTRIAN ON ROADWAY	265:39:00
RW50	FAILURE TO USE DUE CARE	265:37:00
RW60	RAILROAD CROSSING	265:48:00
RW61	FAIL TO OBEY RR GATES AND SIGNS	265:48:00
RW62	FAIL TO OBEY RR SLOW DOWN	265:48:00
RW63	FAIL TO OBEY RR STOP BEFORE TRKS	265:48:00
RW64	FAIL TO OBEY RR STOP AS REQUIRED	265:48:00
RW65	FAIL TO OBEY RR SUFFICIENT SPACE	265:48:00
RW66	FAIL TO OBEY RR UNDR CAR CLRANCE	265:51:00
RW67	2ND RR OFFENSE WITHIN 3 YEARS	265:52:00
RW68	3RD RR OFFENSE WITHIN 3 YEARS	265:52:00
RW70	FAIL STOP AT RR - ALL VEHICLES	265:49:00
RW72	FAIL STOP AT RR-CERTAIN VEHICLES	265:50:00
SI10	NO HAND SIGNAL	265:45:00
SP00	BASIC SPEED	265:60
SP01	1-5 MPH OVER SPEED LIMIT	265:60
SP06	6-10 MPH OVER SPEED LIMIT	265:60
SP10	ROAD RACING	265:75
SP11	SPEEDING 11-14 OVER LIMIT	265:60
SP15	SPEEDING @ 15MPH OVER LIMIT	265:60
SP16	16-20 MPH OVER SPEED LIMIT	265:60
SP20	SPEEDING UNDER +25	265:60
SP21	21-24 MPH OVER SPEED LIMIT	265:60
SP24	SPEEDING @ 25 OVER LIMIT	265:60
SP25	SPEED @ 25 OR OVER LIMIT	265:67
SP26	26-30 MPH OVER SPEED LIMIT	265:60
SP30	SPEED TOO FAST FOR ROAD CONDITN	265:60
SP31	31-35 MPH OVER SPEED LIMIT	265:60
SP36	36-40 MPH OVER SPEED LIMIT	265:60
SP41	41+ MPH OVER SPEED LIMIT	265:60
SP60	EXCESSIVE SPEED IN COMM VEH	259:98-A
SP95	COMPETITIVE BICYCLE/MOPED RACING	265:78
SP99	SPECIAL SPEED LIMITATIONS	265:66

Reason Code Number	Description	NH RSA
ST10	FAILURE TO STOP	265:31:00
ST15	FAIL TO YIELD TURNING LFT	265:29:00
ST20	FAILURE TO YIELD	265:30:00
ST22	FAIL TO YIELD TO EMERG VEH	265:37-A
ST25	FAIL TO YIELD FROM PRIVATE WAY	265:32:00
ST30	AVOIDING TRAFFIC SIGNAL	265:11-A
ST35	FLASHING SIGNALS	265:12:00
ST40	INTERFERE W/TRFC CONTROL DEV	265:15:00
SV10	SNOW VEHICLE	215-C
TU10	TURNING ON CURVE OR HILL	265:43:00
TU30	IMPROPER TURN	265:42:00
TV10	TV FRWD OF DRIVR SEAT OR VISBLE	266:75
TX10	TEXT MSG/DEVICE USE WHILE OP MV	265:105-A
UDWI	UNDERAGE DWI HEARING	263:14V
UN10	UNKNOWN	
VR05	OPERATE SUSP/REV REG	261:178
VR10	OP AFTER REVOCATION	263:64
VR20	OP AFTER SUSPENSION	263:64
VR30	OP AFTER RIGHTS	263:64
VR40	MORE THAN 1 LICENSE	263:04:00
VR45	OPERATE MOPED W/OUT DRIVER LIC	263:33:00
VR50	OP W/O LICENSE	263:01:00
VR60	ALLOW IMPROPER PERSON	263:1-A
VR70	LENDING LICENSE FOR LIQUOR	263:57-A
VR80	ILLEGAL POSSESSION ALCOHOL	179:10:00
WT05	WEIGHT-NON-INTERST /GEN HWY SYS	266:18-A
WT10	WEIGHT-NON-INTERST/HWY ADD REG	266:18-B
ZV01	CIRCUMVENT IGNIT INTERLCK DEVICE	265-A:37
ZV05	REFLECTOR LIGHTS/FLARES REQUIRED	265:113
ZZ01	FAIL DISPLAY PARKING LIGHTS	265:112
ZZ02	OP W/O COMM LIC	263:92
ZZ03	OP W/O MC LIC	263:30:00
ZZ04	FAILURE TO YIELD	265:09:00
ZZ05	IMPROPER PASSING	265:18:00
ZZ06	ILLEGAL TOWING	265:108
ZZ07	DISORDERLY CONDUCT	644:02:00
ZZ08	UNREGISTERED VEHICLE	261:40:00
ZZ09	LANE CONTROL	265:24:00

Reason Code Number	Description	NH RSA
ZZ10	ILLEGAL BACKING	265:94
ZZ11	FAIL DIM LIGHTS	265:114
ZZ12	OP W/O LIGHTS	265:109
ZZ13	SQUEALING TIRES	
ZZ14	OPENING DOOR	265:96
ZZ15	ILLEGAL PARKING ON HWY	265:69
ZZ16	PROHIBITION LICENSE	263:12:00
ZZ17	W/O REGISTRATION	261:59:00
ZZ18	WRONG WAY	265:23:00
ZZ19	SPILLAGE	266:72
ZZ20	OHRV	215-A
ZZ21	RED LIGHT	265:10III
ZZ22	TRAFFIC SIGNAL	265:09:00
ZZ23	OBSTRUCTED VISION	265:95
ZZ24	MODIFIED EXHAUST	266:59:00
ZZ25	NO SIGNAL	265:45:00
ZZ27	SAFETY CHAINS	266:63
ZZ28	BINDER CHAINS	266:66
ZZ29	MOTR CARR REG	375-B
ZZ30	FAIL DISPLAY PLATES	261:176
ZZ31	BOAT VIOLATION	270:00:00
ZZ32	UNCOVERED LOAD	266:72
ZZ33	UNSAFE START	
ZZ34	NON EMER STOP	265:69
ZZ35	LOAD W/O FLAG	266:46:00
ZZ36	USE EMER LIGHTS	266:78
ZZ37	PRODUCE LIC	263:02:00
ZZ38	PRODUCE REG	261:59:00
ZZ39	PRODUCE LIC/REG	263:02:00
ZZ40	MODIFY STICKER OR DECAL	262:16:00
ZZ41	NO H/W PERMIT	260:52:00
ZZ42	W/O NH LICENSE	263:35:00
ZZ43	OVER ROAD LIMIT	266:25:00
ZZ44	EXCESSIVE SMOKE	266:59:00
ZZ45	TRAILER BRAKES	266:30:00
ZZ46	ALTERING LICENSE	263:12:00
ZZ47	FAIL TO OBEY OFFICER	265:03:00
ZZ48	TRAILER LIGHTS	266:44:00

Reason Code Number	Description	NH RSA
ZZ49	MODIFIED HEIGHT	266:09:00
ZZ50	OVERWEIGHT (RESTRICT BRIDGE)	266:18:00
ZZ51	FLAPS/GUARDS	266:57:00
ZZ52	HIGHWAY MARKINGS	265:22:00
ZZ53	EMERGENCY VEH	265:08:00
ZZ54	UNSAFE VEHICLE	261:178
ZZ55	DISPLAY DECAL	261:75
ZZ56	NO CHILD RESTRAINT	265:107-A
ZZ57	NO CHILD RESTRAINT - 2ND OFFENSE	265:107-A
ZZ58	MEDICAL CARD	266:72-A
ZZ59	EQUIP-AXELS CMV	266:72-A
ZZ60	FIRE EXTINGUISHER	266:72-A
ZZ61	POSSIBLE ALCOHOL IN CMV	265-A:44II
ZZ62	LOG BOOK	266:72-A
ZZ63	INOP BREAKAWAY	266:72-A
ZZ64	CARRYING PASSENGERS IN A TRUCK	265:106
ZZ65	BINDER ROPES-CARRY BALED HAY	266:68
ZZ66	BINDER CHAINS-CARRY JUNK MVS	266:69
ZZ67	SECURING CONSTRUCT EQUIP ON VEH	266:70
ZZ80	VEHICLES TRANSPORTING PULPWOOD	266:71
ZZ81	BINDER DEVICES-WOOD PRODUCTS	266:67
ZZ90	SIRENS- PROHIBITED	266:73
ZZ95	EMERGENCY LIGHTS - PROHIBITED	266:74
1	FAILURE TO FILE ACCIDENT REPORT	264:25:00
2	CANCELLATION OF INSURANCE	264:21:00
3	UNINSURED ACCIDENT	264:03:00
4	ORIGINAL DRIVERS LICENSE	263:14:00
5	REFUSAL OF IMPLIED CONSENT LAW	265-A:14
6	TRANSPORTING DRUGS	265-A:43
7	MEDICAL REASONS	263:59:00
8	SCHOOL BUS PERMIT HEARING	263:29:00
9	IMPROPER TURN	265:42:00
10	TRANSPORTING ALCOHOLIC BEVERAGE	265-A:44
11	OP AFTER ALCOHOL REVOCATION	263:64IV
12	FAILURE TO PAY TAX	260:52:00
13	IMPROPERLY REGISTERED VEHICLE	261:143
14	INCOMPETENCY/ IMPROPER DRIVING	263:59:00
15	ILLEGAL TRANSPORTATION - LIQUOR	265-A:45

Reason Code Number	Description	NH RSA
16	IMPLIED CONSENT - SUBSEQUENT	265-A:14
17	REVIEW OF DRIVER RECORD	263:56:00
18	ILLEGAL TRANSPORTATION - DRUGS	265-A:43
19	FALSE STATEMENT ON REGISTRATION	260:10:00
20	SPEED IN CONSTRUCTION ZONE	265:6-A
21	MISUSE OF PLATES	261:176
22	OWNERS REQUEST	261:178
23	DISOBEYING TERMS OF PROBATION	
24	PROTESTED OR INVALID CK - COURT	263:56-A
25	RECIPROCITY	
26	UNSAFE VEHICLE	261:178
27	TITLE 21 VIOL	
28	ROAD TOLL VIOLATION	
29	TITLE/ANTI-THEFT	
30	DEFAULT MOTOR VEHICLE HEARING	263:56-A
31	DEFAULT COURT SUMMONS	263:56-A
32	FALSE STATEMENT ON LICENSE	263:12:00
33	FAILED DRIVER RE-EXAMINATION	263:07:00
34	VOLUNTARY SURRENDER OF LICENSE	
35	HABITUAL OFFENDER	262:19:00
36	COURT RECOMMENDED	263:57:00
37	COURT ORDERED	263:57:00
38	IMPROPER OPERATION OF VEHICLE	265:37:00
39	3 CONVICTIONS IN CALENDAR YEAR	263:55:00
40	UNSATISFIED JUDGEMENT	264:03:00
41	DEFAULT PAYMENT	263:56-A
42	PARENTAL CONSENT WITHDRAWN	263:17:00
43	FAILURE TO PAY COURT FINE	263:56-A
44	DEFAULT AGREEMENT	264:03:00
45	MISUSE OF LICENSE	263:57-A
46	ALTERED LICENSE	268:12:00
47	CONVICTION RECORD	
48	FATAL ACCIDENT - HEARING	263:56:00
49	LACK OF INSURANCE	263:63
50	PROTESTED CHECK - TC	
51	PROTESTED CHECK - RT	
52	PROTESTED CHECK - BUS. OFF.	
53	POINT SYSTEM SUSPENSION	263:56:00

Reason Code Number	Description	NH RSA
54	DEFAULT COURT ADMIN FEE	263:56-A
55	HABITUAL OFF DECERTIFICATION	262:24:00
56	PROB LIC - REFUSAL IMPLIED CONS	265-A:35
57	FATAL ACCIDENT/IMMEDIATE SUSP	263:59:00
58	FATAL ACC RESTORATION - HEARING	263:56:00
59	SERIOUS PI/PD ACCIDENT	263:56:00
60	DEFAULT CHILD SUPPORT	161-B:11
61	UNDER20 PROG FIRST OFFENSE	263:14:00
62	UNDER20 PROG SECOND OFFENSE	263:14:00
63	UNDER20 PROG 3 OR MORE OFFENSE	263:14:00
64	INDEFINITE SUSP ORIGINAL LICENSE	263:14:00
65	ORIGINAL AND YOUTH LICENSE	263:14:00
66	ORIGINAL AND YOUTH LICENSE-SUBSE	263:14:00
67	SERIOUS PI/PD ACC/RESTORATION	263:56:00
68	IMMINENT HAZARD	263:59:00
70	DRIVE OUT OF SRV 16+ PASS OR HAZ	263:93-A
71	2 OUT OF SRV VIOL WITHIN 10 YRS	263:93-A
72	2 OUT OF SRV 10 YRS 16+ PASS,HAZ	263:93-A
73	3+ OUT OF SERV WITHIN 10 YEARS	263:93-A
74	3 OUT OF SRV 10 YRS 16+ PASS,HAZ	263:93-A
75	DRIVE WHILE OUT OF SRV IN EFFECT	263:93-A
76	SUSP-DRV CMV W/DISQ PREV CMV VIO	263:64
77	SUSP-PENDING FINAL DESPOSITION	
79	FAIL SURRENDER HAZMAT ENDORSEMNT	1808
90	2 OR MORE MAJOR OFFENSES	263:94III
91	MAJOR OFFENSE AFTER REINSTATEMNT	263:94
100	FAIL EMPLOYER DIRECT DRUG TEST	
101	REFUSE SUB TO EMPLOYER DRUG TEST	
04SP	4 SPEEDS IN ONE CALENDAR YEAR	ADMRULE
1000	WITHDRAWAL, NON-ACD VIOLATIONS	
1001	VEHICULAR FETICIDE-1ST DEGREE	
1002	VEHICULAR FETICIDE-2ND DEGREE	
1005	BOATING REFUSAL IMPLIED CONSENT	265-A:14
1016	BOATING-SUBS REFUSAL IMPL CONSNT	265-A:14IB

E-4.2 Hearings & Violations - Outcome Code Table

Code Number	Outcome Code Description
A	WAIVER
A1	RA05-DENIED
A2	RA05-PREVIOUS DECISION UPHELD
A3	RA05-DISMISSED-ERROR OF LAW
A4	RA05-DEFAULT-SENTENCE REMAINS
A5	RA05-DISMISSED
A6	RA05-CANCELLED-HEARING REQ W/D
B	CANCELLED
B1	RA16-DENIED
B2	RA16-PREVIOUS DECISION UPHELD
B3	RA16-DISMISSED-ERROR OF LAW
B4	RA16-DEFAULT-SENTENCE REMAINS
B5	RA16-DISMISSED
B6	RA16-CANCELLED-HEARING REQ W/D
C	HAB OFF ORDER LIFTED
C1	RA50-DENIED
C2	RA50-PREVIOUS DECISION UPHELD
C3	RA50-DISMISSED-ERROR OF LAW
C4	RA50-DEFAULT-SENTENCE REMAINS
C5	RA50-DISMISSED
C6	RA50-CANCELLED-HEARING REQ W/D
D	GRANTED
D1	RA51-DENIED
D2	RA51-PREVIOUS DECISION UPHELD
D3	RA51-DISMISSED-ERROR OF LAW
D4	RA51-DEFAULT-SENTENCE REMAINS
D5	RA51-DISMISSED
D6	RA51-CANCELLED-HEARING REQ W/D
E	DENIED
E1	RA52-DENIED
E2	RA52-PREVIOUS DECISION UPHELD
E3	RA52-DISMISSED-ERROR OF LAW
E4	RA52-DEFAULT-SENTENCE REMAINS
E5	RA52-DISMISSED
E6	RA52-CANCELLED-HEARING REQ W/D
F	MOTION TO REOPEN

Code Number	Outcome Code Description
F1	RA55-DENIED
F2	RA55-PREVIOUS DECISION UPHELD
F3	RA55-DISMISSED-ERROR LAW
F4	RA55-DEFAULT-SENTENCE REMAINS
F5	RA55-DISMISSED
F6	RA55-CANCELLED HEARING REQ W/D
G	DISMISSED WITHDRAWN BY PD
G1	RA60-DENIED
G2	RA60-PREVIOUS DECISION UPHELD
G3	RA60-DISMISSED-ERROR OF LAW
G4	RA60-DEFAULT-SENTENCE REMAINS
G5	RA60-DISMISSED
G6	RA60-CANCELLED-HEARING REQ W/D
H	DISMISSED/WAIVER/AGREEMENT
H1	RA62-DENIED
H2	RA62-PREVIOUS DECISION UPHELD
H3	RA62-DISMISSED-ERROR OF LAW
H4	RA62-DEFAULT-SENTENCE REMAINS
H5	RA62-DISMISSED
H6	RA62-CANCELLED-HEARING REQ W/D
I	CANC REQ FOR HRG W/D RESPONDENT
I1	SA05-DENIED
I2	SA05-PREVIOUS DECISION UPHELD
I3	SA05-DISMISSED-ERROR OF LAW
I4	SA05-DISMISSED-LACK OF PROSECUTN
I5	SA05-PREVIOUS DECISION O/T-SUSP
J	LATE WITHDRAWAL BY PD
J1	SA16-DENIED
J2	SA16-PREVIOUS DECISION UPHELD
J3	SA16-DISMISSED-ERROR OF LAW
J4	SA16-DISMISSED-LACK OF PROSECUTN
J5	SA16-PREVIOUS DECISION O/T-SUSP
K	UPHELD BY SUPERIOR COURT
K1	SA50-DENIED
K2	SA50-PREVIOUS DECISION UPHELD
K3	SA50-DISMISSED-ERROR OF LAW
K4	SA50-DISMISSED-LACK OF PROSECUTN
K5	SA50-PREVIOUS DECISION O/T-SUSP
L	DISMISSED LACK OF PROSECUTION

Code Number	Outcome Code Description
L1	SA51-DENIED
L2	SA51-PREVIOUS DECISION UPHELD
L3	SA51-DISMISSED-ERROR OF LAW
L4	SA51-DISMISSED-LACK OF PROSECUTN
L5	SA51-PREVIOUS DECISION O/T-SUSP
M	NO ACTION - MAIL RETURN
M1	SA52-DENIED
M2	SA52-PREVIOUS DECISION UPHELD
M3	SA52-DISMISSED-ERROR OF LAW
M4	SA52-DISMISSED-LACK OF PROSECUTN
M5	SA52-PREVIOUS DECISION O/T-SUSP
N	CONTINUED
N1	SA55-DENIED
N2	SA55-PREVIOUS DECISION UPHELD
N3	SA55-DISMISSED-ERROR OF LAW
N4	SA55-DISMISSED-LACK OF PROSECUTN
N5	SA55-PREVIOUS DECISION O/T-SUSP
O	OVERTURNED BY SUPERIOR COURT
O1	SA60-DENIED
O2	SA60-PREVIOUS DECISION UPHELD
O3	SA60-DISMISSED-ERROR OF LAW
O4	SA60-DISMISSED-LACK OF PROSECUTN
O5	SA60-PREVIOUS DECISION O/T-SUSP
P	PROBATION
P1	SA62-DENIED
P2	SA62-PREVIOUS DECISION UPHELD
P3	SA62-DISMISSED-ERROR OF LAW
P4	SA62-DISMISSED-LACK OF PROSECUTN
P5	SA62-PREVIOUS DECISION O/T-SUSP
Q	PORTION HELD IN ABEYANCE
R	REVOCATION
S	SUSPENSION
T	FAIL TO APPEAR, 10 DAY LTR SENT
U	UNABLE TO SERVE
W	WARNING
X	ADMIN REVIEW - ONLY
Y	OVERTURNED BY SUPREME COURT
Z	DISMISSED/ERROR OF LAW
1	CLEARED

Code Number	Outcome Code Description
2	DISMISSED
3	FILED, SEE REPORT
4	DEFAULT HEARING
5	NO ACTION
6	RESTORE
7	RESCIND
8	SENTENCE REMAINS
9	SENTENCE ADJUSTED

E-5 Inspection Station Requirements

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
Select Inspection Station Type	E-5-1	Ability to select "inspection station type" from the list below: <ul style="list-style-type: none"> • Public, Automobile and Motorcycle • Public, Automobile only • Public, Motorcycle only • Fleet • Municipal • Glass 				
Search Inspection Station	E-5-2	Ability to search and retrieve Inspection Station information using any one or a combination of the following: <ul style="list-style-type: none"> • Inspection station number • Inspection station mailing address • Inspection station legal address • Corporate name • Trade name • Owner's name • Primary contact number • Secondary contact number • Mechanic identification • Mechanic certificate number • Mechanic's name • Owner's date of birth • Corporate identification • Owner identification 				
	E-5-3	System shall display an alert message when the status of the inspection station selected is one of the following: <ul style="list-style-type: none"> • Suspended • Revoked • Probation • Expired 				
	E-5-4	System shall have the ability to retrieve and view signatures of the following individuals associated to an Inspection Station: <ul style="list-style-type: none"> • Inspection station owner • Authorized individuals 				
	E-5-5	The system shall allow the user to process only the transactions listed below for a suspended or revoked inspection station: <ul style="list-style-type: none"> • Reinstatement of inspection station • Update suspension/revocation/probation information for inspection station • Return stickers • Schedule a hearing • Accept payment of past due amounts 				

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
Add Inspection Station	E-5-6	All "add inspection station" transactions must start with an inspection station search to determine if the inspection station already exists. The transaction will be the same as defined in "add new inspection station" in either case except that when the inspection station is found the new inspection station information must be linked to the existing inspection station.				
Add New Inspection Station	E-5-7	Ability to add a new inspection station by capturing the following information when an inspection station is not found in system (Note: "Authorization type" field shall provide options as Public Automobile and Motorcycle, Public Automobile Only, Public Motorcycle Only, Fleet, Municipal and Glass through a drop down menu): <ul style="list-style-type: none"> • Corporate name • Trade name • Authorization type (Automobile, Motorcycle, Both Automobile and Motorcycle, Fleet) • Inspection station mailing address • Inspection station legal address • Primary contact number (mandatory) • Secondary contact number (optional) • Email address • Inspection station dimensions in square feet (length and width) • Business hours of operation 				
	E-5-8	Ability to capture following information as part of mailing and legal addresses: <ul style="list-style-type: none"> • Address 1 (mandatory) • Address 2 (optional) • City (mandatory) • State (mandatory) default to "NH" • Zip Code • Country (mandatory) default to "US" 				
	E-5-9	System shall alert user if the dimensions of the space required for the inspection station entered by user does not meet DMV's minimum requirements.				
	E-5-10	Ability to alert the user if an inspection station's record already exists in the system to avoid creation of a duplicate record.				
	E-5-11	Ability to override system and add new Inspection station if an inspection station with the same trade name or legal address exists in the system. System shall alert user in case the existing inspection station's status is any one of the following: <ul style="list-style-type: none"> • Suspended • Revoked • Probation 				

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
	E-5-12	Ability to add multiple sets of inspection station business hours of operations for every season.				
Search Individual	E-5-13	Ability to search an individual using any or a combination of the following information: <ul style="list-style-type: none"> • Driver License identification number • SSN • Date of birth • Individual's name • Legal address • Mailing address 				
	E-5-14	Ability to retrieve the following owner information as a result of search and allow user to select: <ul style="list-style-type: none"> • Owner's name • Date of birth • SSN • Driver License number • Mailing address • Legal address • Email address • Inspection station name • Status (authorized/suspended/revoked/probation) 				
	E-5-15	System shall display an alert message when the status of retrieved individual is one of the following: <ul style="list-style-type: none"> • Suspended • Revoked • Probation • Deceased 				
	E-5-16	System shall allow the user to process only the transactions listed below for a suspended or revoked individual: <ul style="list-style-type: none"> • Reinstatement of inspection station owner • Reinstatement of mechanic • Update suspension/revocation/probation information for inspection station owner or mechanic • Schedule a hearing • Accept a past due payment 				
Add Individual as Inspection Station Owner	E-5-17	Ability for user to select an individual from retrieved results and add as a new inspection station owner.				
	E-5-18	System shall not allow user to add the retrieved individual as an inspection station owner if the retrieved individual has been suspended/revoked/deceased.				
	E-5-19	Ability to alert user if individual added as owner is associated with any other inspection station.				

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
	E-5-20	Ability to update information for an individual being added from the search results: <ul style="list-style-type: none"> • Mailing address • Email address • Telephone number 				
	E-5-21	Ability to add more than one (1) individual as an inspection station owner.				
	E-5-22	Ability to capture the percentage of ownership for each of the inspection station owners.				
Add New Individual	E-5-23	Ability to add a new individual's personal information by capturing the following details if the individual is not found in the system (Note: Supervisory override required to update direct marketing waiver, information release waiver and image waiver): <ul style="list-style-type: none"> • First name • Middle name • Last name • Suffix • Date of birth • Email address • Mailing address • Legal address • SSN • Telephone • Gender • OSI - Out of State Indicator • Citizenship status • Direct marketing waiver individual (yes/no) • Information release waiver individual (yes/no) • Image waiver (yes/no) 				
	E-5-24	Ability to capture and save individual's signature.				
	E-5-25	Ability to capture following information as part of mailing and legal addresses: <ul style="list-style-type: none"> • Address 1 (mandatory) • Address 2 (optional) • City (mandatory) • State (mandatory) default to "NH" • Zip Code • Country(mandatory) default to "US" 				
	E-5-26	Ability to add and view history of comments while adding a new individual.				
	E-5-27	Ability to alert the user if an individual's record already exists in the system to avoid creation of a duplicate record. System shall check for suspension, revocation or probation for the duplicate record found.				

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
	E-5-28	Ability to ascertain whether the applicant's age from the applicant's date of birth. The system shall alert the user to reject application if individual's age is under 18.				
	E-5-29	Ability to capture the percentage ownership for each inspection station owner.				
Search Mechanic	E-5-30	Ability to search and retrieve an individual using any or a combination of the following: <ul style="list-style-type: none"> • Driver License identification number • Date of birth • Mechanic's name • Mailing address • Legal address • Email address • Mechanic identification number • Certificate number • Certification held (Automobile, Motorcycle, School Bus, Heavy Truck or any combination of) • Inspection station name(s) • Inspection station number(s) • Inspection station status (authorized/suspended/revoked/expired/probation) 				
Add Mechanic	E-5-31	Ability for user to select an individual from search results and add as a new mechanic.				
	E-5-32	Ability to add more than one (1) individual as mechanic, for an inspection station.				
	E-5-33	System shall not allow user to add an individual who is suspended/revoked/deceased as a mechanic.				
	E-5-34	Ability to alert user if an individual is associated with any other inspection station.				
	E-5-35	Ability to view duplicate mechanics associated with a mechanic identification number.				
	E-5-36	Ability to capture information related to authorization for On-Board Testing unit provided to an inspection station mechanic. The mechanic shall be provided authorization as follows: <ul style="list-style-type: none"> • Basic • Second level mechanic (basic with ordering supplies and receiving mail) • Mechanic manager (second level mechanic with the capability to delete mail) • Manager (full authority of all levels) 				

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
Add New Mechanic	E-5-37	Ability to add new mechanic's personal information by capturing the following details in case the individual is not found in the system: <ul style="list-style-type: none"> • Mechanic identification number • Certification number • Mechanic approval card expiration date • Inspection station(s) name mechanic is associated with • Inspection station type mechanic is associated with (Public Automobile and Motorcycle, Public Automobile Only, Public Motorcycle Only, Fleet, Municipal and Glass) 				
	E-5-38	Ability to view duplicate mechanics associated with a mechanic identification number.				
	E-5-39	Ability to capture and store signature of mechanic.				
	E-5-40	Ability to add mechanic approval card expiration date or allow the field to remain unfilled.				
	E-5-41	Ability to capture information related to authorization for On-Board Diagnostic (OBD) testing unit provided to an inspection station mechanic. The mechanic shall be provided authorization as follows: <ul style="list-style-type: none"> • Basic • Second level mechanic (basic with ordering supplies and receiving mail) • Mechanic manager (second Level Mechanic with the capability to delete mail) • Manager (full authority of all levels) 				
Manage Approvals	E-5-42	System shall provide users with the options given below to initiate a new inspection station's approval: <ul style="list-style-type: none"> • Town only • State Police only • Both town and State Police 				
	E-5-43	System shall set the application status to "in progress" as soon as the approval process is initiated: <ul style="list-style-type: none"> • Town approval • State Police approval • Final approval 				

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
	E-5-44	Ability to capture, view, and track the following information related to Town, State Police, and final approval for a new inspection station application (Note: Final approval is initiated only after receiving Town and State Police approvals): <ul style="list-style-type: none"> • Approval/rejection letter generation date • Date on which approval letter was sent for approval • City/Town where the approval letter was sent for approval • Approval letter addressed to • Response received date • Status of application (approved or rejected) • Date of approval/rejection • Reason for rejection • Additional comments 				
	E-5-45	System shall retain all information related to inspection station, inspection station owner and mechanic entered/added by user before the initiation of approval process.				
Workflow Approval Process	E-5-46	System shall set the approval status of an inspection station to "approved" if all the below approvals are obtained: <ul style="list-style-type: none"> • Town approval • State Police approval • Final approval 				
	E-5-47	System shall set the approval status for inspection station to "rejected" if application is rejected by town, State Police or during final approval process.				
	E-5-48	System shall automatically set inspection station status to "authorized" from the list below if all approvals are obtained and updated against a new inspection station record in the system: <ul style="list-style-type: none"> • Authorized • Suspended • Revoked • Expired (upon expiration of certificate of appointment) • Probation 				
	E-5-49	System shall set the application status to "completed" after the completion of approval process for all of the following approvals (Note: Final approval is initiated only after approvals from town and State police are received): <ul style="list-style-type: none"> • Town approval • State Police approval • Final approval 				
	E-5-50	System shall allow users to view existing inspection station records during the approval process.				

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
Generate Inspection Station Number	E-5-51	System shall automatically generate inspection station numbers for new applications.				
Add Inspection Station Number	E-5-52	Ability for a user with supervisory permissions to override and assign new inspection station number.				
	E-5-53	System shall have the ability to maintain a history of all supervisory overrides.				
	E-5-54	Ability to assign an existing inspection station number to a new inspection station only if the existing inspection station status is "in closure", "revoked" or "closed."				
	E-5-55	System shall alert the user if the inspection station number being assigned to a new station is already associated with an existing authorized inspection station.				
Add Authorized Individuals	E-5-56	The system shall automatically add all inspection station owners as "authorized individuals."				
	E-5-57	Ability to add a list of "authorized individuals" for an inspection station.				
	E-5-58	Ability to capture and store signature of "authorized individuals."				
Inspection Stickers	E-5-59	System shall ascertain the reorder level for issuing sticker booklets from the average of purchase and usage of inspection station stickers by the inspection station. For example if an inspection station on an average purchases 12 sticker booklets, the inspection station shall not be issued any booklet until the time 11 out of 12 booklets have been used and the reorder level for that particular inspection station shall be set to 11.				
	E-5-60	System shall check the defined threshold level for the number of stickers that can be issued to an inspection station, and alert the user if the stickers being sold is more than the number of the defined threshold level.				
	E-5-61	Ability to issue stickers over the defined threshold with a supervisory override.				
	E-5-62	Ability to define threshold level for the number of stickers that an inspection station can have in stock.				

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
	E-5-63	System shall maintain a complete history of all stickers sold or returned including the following: <ul style="list-style-type: none"> • Clerk • Date • Quantity • Location • Type • Year • Transaction amount • Beginning number • Ending number 				
	E-5-64	Ability to issue stickers to an authorized inspection station charging the appropriate fees.				
	E-5-65	Ability to alert the user selling stickers if the station is on the sticker denial list.				
	E-5-66	Ability for user to select from the following reason codes to return inspection stickers: <ul style="list-style-type: none"> • Used • Unused • Lost • Stolen • Damaged • Voided 				
	E-5-67	System shall have the ability to ascertain and alert the user if the stickers being returned by the inspection station are valid or invalid.				
	E-5-68	Ability to issue credit to inspection stations for returned stickers that are unused, if applicable.				
	E-5-69	Ability for the users to process refund for an inspection station that is returning valid stickers and intending to close the inspection station.				
	E-5-70	Ability to view signature of authorized individuals when selling inspection stickers.				
	E-5-71	Ability to view an inspection station's transaction history for a user selectable date range.				
	E-5-72	Ability to maintain and modify sticker inventory related to any return of supplies such as stickers and mechanic cards by a closed inspection station whose number has been assigned to another inspection station.				
	E-5-73	Ability to modify sticker inventory if returned to incorrect status calculating the appropriate fees.				

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
Duplicate / Replacement Certificate	E-5-74	Ability for user to select type of transaction from the list below: <ul style="list-style-type: none"> • Issue duplicate certificate of appointment (fee-based) • Issue replacement certificate of appointment (no fee) 				
	E-5-75	System shall prompt user to provide a reason code when issuing a replacement certificate of appointment. The reason codes shall be as follows: <ul style="list-style-type: none"> • Lost in mail, greater than 30 and less than 90 days from the date of issuance • Inspection station name change • Inspection station address change 				
Process Renewal	E-5-76	Ability to renew inspection stations at least four (4) months prior to the renewal deadline date and capture the date of renewal of an inspection station. Note: Renewal due date for an inspection station is September 30th of each year.				
	E-5-77	Ability to automatically update the inspection station status to "authorized" upon renewal.				
	E-5-78	System shall automatically set the inspection station status to "expired" if inspection station renewal has not been done by October 1st of that calendar year. Note: Renewal date for an inspection station is September 30th of each year. Inspection station expiration date is mentioned on the "last chance letter" after which the inspection station would be in "expired" status.				
	E-5-79	System shall check for mechanic approval card expiration date and shall not allow user to renew inspection station if the mechanic approval card has expired.				
	E-5-80	System shall have the ability to generate a report of inspection stations that have not been renewed by the renewal deadline date.				
	E-5-81	Ability to update changes in the information stated below reported by the inspection station at the time of renewal (Note: Changes such as inspection station location change, dimension change, change in all owners, can be done only through inspection station approval process): <ul style="list-style-type: none"> • Owner information such as owner name, owner contact number • Mechanic information such as mechanic name, mechanic contact number • Inspection station information such as mailing address, telephone address 				

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
Add Suspension / Revocation / Probation	E-5-82	Ability for user to change status to suspend/revoke/probation: <ul style="list-style-type: none"> • Inspection station • Inspection station owner • Mechanic 				
	E-5-83	Ability for user to select inspection station, inspection station owner, mechanic status from the list below: <ul style="list-style-type: none"> • Suspended • Revoked • Probation 				
	E-5-84	Ability to add the following information related to a probation, suspended, or revoked inspection station, inspection station owner or mechanic (Note: Fine amount will be collected during reinstatement transaction): <ul style="list-style-type: none"> • Hearing date • Suspension dates ("from date" and "to date") • Due date for supplies to be returned by the inspection station • Supplies received date • Restoration date • Probation dates ("from date" and "to date") • Reinstatement fine amount (default value is \$0) • Due date for fine payment 				
	E-5-85	Ability to add both suspension dates and probation dates for an inspection station, inspection station owner or mechanic.				
Update Suspension / Revocation / Probation Information	E-5-86	Ability to retrieve, display and update the following information related to a probation, suspended, or revoked inspection station or inspection station owner or mechanic: <ul style="list-style-type: none"> • Hearing date • Suspension dates ("from date" and "to date") • Due date for supplies to be returned by the inspection station • Type of supplies due (stickers, mechanic card) • Notes/comments • Supplies received date • Restoration date • Probation dates ("from date" and "to date") • Fine amount (default value is \$0) • Due date for fine payment 				
	E-5-87	Ability to update the following information related to partial payment of a fine by an inspection station, station owner and/or mechanic: <ul style="list-style-type: none"> • Partial amount paid • Date of payment 				

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
	E-5-88	The system shall have the ability to alert user if a suspended inspection station has not returned supplies by the due date.				
Process Reinstatement	E-5-89	Ability to reinstate the following: <ul style="list-style-type: none"> • Inspection station • Inspection station owner • Mechanic 				
	E-5-90	The system shall not allow the user to reinstate an inspection station/station owner/mechanic if a partial fine amount has been paid.				
	E-5-91	Ability to set the status of Inspection Status to "Authorized" upon completion of the reinstatement transaction.				
	E-5-92	Ability to alert user if a reinstatement fine is associated with the suspended inspection station at the time of reinstatement. System shall display the fine amount due.				
Update Inspection Station Information	E-5-93	Ability to update the information detailed below for an inspection station without any fees (Note: Updates such as inspection station legal address change, dimension change, can be done only through the inspection station application process. System must interface with address verification software while updating mail address): <ul style="list-style-type: none"> • Mailing address • Primary contact number • Secondary contact number • Email address • Name change 				
	E-5-94	Ability to track and maintain a history of the following information associated with a transaction: <ul style="list-style-type: none"> • Location • User identification • Date/time • Type of activity (add, modify, delete) • Old data • New data 				
Update Inspection Station Owner Information	E-5-95	Ability to update the information detailed below for the inspection station owner without assessing and calculating fees (Note: All owner changes has to be done only through inspection station approval process. System must interface with address verification software while updating mail address): <ul style="list-style-type: none"> • Change of mailing address • Change of primary contact number • Change of secondary contact number • Change of email address 				

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
	E-5-96	Ability to update the status of an inspection station owner as "deceased."				
Update Mechanic Information	E-5-97	Ability to update the information detailed below for Mechanic without assessing and calculating fees (Note: System must interface with address verification software while updating mail address): <ul style="list-style-type: none"> • Change of mailing address • Change of primary contact number • Change of secondary contact number • Change of email address 				
	E-5-98	Ability to update the status of Mechanic to "deceased."				
	E-5-99	Ability to update information related to authorization for OBD testing unit provided to an inspection station mechanic. The mechanic shall be provided authorization as follows: <ul style="list-style-type: none"> • Basic • Second Level Mechanic (basic with ordering supplies and receiving mail) • Mechanic Manager (second level mechanic with the capability to delete mail) • Manager (full authority of all levels) 				
	E-5-100	System shall have the ability to send information related to mechanic OBD testing unit authorization to the Gordon-Darby Information.				
Online Notifications	E-5-101	Ability to customize all system generated notifications and letters such as rejection letter, letter to state police or town letter.				
	E-5-102	Ability to create a "last chance letter" for an inspection station that has not been renewed by September 30th of each year.				
	E-5-103	Ability to generate renewal notices 90 days prior to the renewal deadline date.				
	E-5-104	Ability to configure and update the renewal notice generation date. Note: Supervisory override required.				
	E-5-105	Ability to generate rejection letters for the following reasons: <ul style="list-style-type: none"> • Applicant owner's age is under 18 • Applicant mechanic's age is under 18 • Application rejected by State Police • Application rejected by Town • Application rejected during final approval 				
	E-5-106	Ability to generate notifications for inspection stations whose status has been changed to "expired."				

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
	E-5-107	Ability to generate customized non-compliance letters to inspection stations and/or mechanics.				
	E-5-108	Ability to generate notifications for State Police when an inspection station status has changed to "expired."				
	E-5-109	System shall generate notifications to the town or State Police or both concerning new inspection station applications based on the following options chosen by the user: <ul style="list-style-type: none"> • Town only • State Police only • Both town and State Police 				
Reporting	E-5-110	Ability to provide static and real-time adhoc query reports with user selectable unlimited date ranges, such as: <ul style="list-style-type: none"> • Type of stations with "in progress" or any other status such as "approved", "expired" • Renewed and not renewed inspection stations • Weekly report of suspended inspection stations who have not returned supplies • Inspection stations sorted by different criteria such as town, name, station number, email address • Inspection stations who do not have email address in the system • Average processing time taken for adding new inspection station, inspection station owner or mechanic • Report on mechanics showing following information: <ul style="list-style-type: none"> • Mechanic name • Mechanic identification number • Inspection station identification number • Mechanic suspension information • Refresher course due dates • Report on mechanics not associated with an inspection station for more than one year • Report on mailing labels printed using parameters like expiration date, by inspection station type, by town • Sticker inventory 				
	E-5-111	Ability to generate reports based on the inspection station number entered by the user. The report shall include: <ul style="list-style-type: none"> • Inspection station name • Inspection station owner/owner's name • List of authorized individuals 				

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
	E-5-112	System shall have the ability to sort data for all reports based on the inspection station expiration date entered by the user. For example, user shall be able to filter and pull up information on inspection stations that do not have email addresses and are expiring or have expired by the user entered expiration date.				
	E-5-113	<p>System shall provide data related to all authorized and suspended inspection stations. The users shall be able to select and filter the data by different views such as authorization type, date range, inspection station type and inspection station status and should be able to view additional details. The criteria and related data are as below:</p> <p>Ability to generate a report on following data by authorization type</p> <ul style="list-style-type: none"> • Total number of inspection stations • Total number automobile inspection stations • Total number motorcycle inspection stations • Total number of emissions inspection stations • Total number of fleet stations • Total number of glass stations • Total number of municipal stations <p>Ability to generate a report on following data by inspection station type</p> <ul style="list-style-type: none"> • Total number of fleet stations • Total number of glass stations • Total number of municipal stations • Total number of public stations • Total number of public auto and motorcycle stations • Total number of public auto only stations • Total number of public motorcycle only stations <p>Ability to generate a report on following data by inspection station status</p> <ul style="list-style-type: none"> • Total number of inspection stations • Total number of inspection stations suspended • Total number of inspection stations authorized • Total number of inspection stations in pending status • Total number of inspection stations under probation • Total number of inspection stations in expired status 				

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
	E-5-114	Ability to VIEW and TRACK the following information related to a probation, suspended or revoked inspection station or inspection station owner or mechanic: <ul style="list-style-type: none"> • Hearing date • Suspension dates ("from date" and "to date") • Due date for supplies to be returned by the inspection station • Type of supplies due (for example stickers, mechanic card) • Notes/comments for this transaction • Supplies received date • Restoration date • Probation dates ("from date" and "to date") • Fine amount (default value is \$0) • Due date for fine payment 				
	E-5-115	Ability to track information related to supplies issued to an inspection station.				
	E-5-116	Ability to track mechanic inspection records on a regular basis to check for inactivity older than 1 year.				
	E-5-117	Ability to track stickers owned by an inspection station.				
	E-5-118	Ability to query, view and track all information related to any return of supplies, such as stickers, by a closed inspection station whose number has been assigned to another inspection station.				
	E-5-119	Ability to sort and view the following information associated with an inspection station Owner: <ul style="list-style-type: none"> • Corporate names • Trade names • Inspection stations • Registered vehicles 				
	E-5-120	Ability to sort and view the following information associated with a Corporate Name: <ul style="list-style-type: none"> • Inspection station owner(s) • Trade name • Inspection station • Registered vehicles 				
	E-5-121	Ability to sort and view the following information associated with a trade name: <ul style="list-style-type: none"> • Inspection station owner(s) • Corporate name • Inspection stations • Registered vehicles 				

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
	E-5-122	Ability to view batch report of notifications sent to inspection stations. The batch report shall contain: <ul style="list-style-type: none"> • Date when notice was printed • Last name, first name of user who printed the notification • Inspection station name • Inspection station type • Mailing address 				
	E-5-123	Ability to generate a report on partial payment for each violation fine amount by capturing following information: <ul style="list-style-type: none"> • Original fine amount • Due date for original fine amount • Partial payment(s) • Date of partial payment(s) • Balance on original fine amount 				
	E-5-124	Ability to generate a report of all transactions associated with an inspection station "in closure" status.				
	E-5-125	Ability to generate a report of inspection stations in "expired" status based on the "from" and "to" dates entered by the user.				
Print	E-5-126	Ability to print and re-print the following documents: <ul style="list-style-type: none"> • Certificate of appointment • Duplicate certificate of appointment • Replacement certificate of appointment • Renewed certificate of appointment • Reinstatement letter for a reinstated inspection station, owner or mechanic • "Last chance letter" along with address for all inspection stations who have not renewed by due date • New inspection station approval letter for town • New inspection station approval letter for State Police • Suspension letter for a suspended inspection station, owner or mechanic 				
	E-5-127	Ability to print and re-print rejection letters for following reasons: <ul style="list-style-type: none"> • Applicant owner's age under 18 • Applicant mechanic's age under 18 • Application rejected by State Police • Application rejected by town • Application rejected after final approval • Non-compliance letter 				
	E-5-128	Ability to print receipt upon successful completion of any transaction.				

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
Electronic Notifications	E-5-129	The system shall have the ability to register an inspection station to receive electronic notifications.				
	E-5-130	Inspection stations shall be able to opt out of receiving notifications by mail.				
	E-5-131	Ability to send email notifications to the inspection stations who have registered for receiving all DMV notifications through email.				
	E-5-132	System shall provide a summary of the inspection stations that have opted to receive notifications through email.				
	E-5-133	Ability to view a copy of a notification sent to an inspection station.				

E-6 Dealer Requirements

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
Select Dealer Type	E-6-1	Ability for the user to select the type of dealer including but not limited to: <ul style="list-style-type: none"> • New and Used (Retail) • Wholesale • Utility • Repair • Transporter • Motorcycle • Junk • Retail Dealer without plates • Boat Dealer • Repair Boat Dealer • Manufacturer Dealer 				
Search Dealer	E-6-2	Ability to search a dealer using any one or a combination of the following information: <ul style="list-style-type: none"> • Dealer number • Dealer legal address • Corporate name • Trade name • Owners' first name • Owners' middle name • Owners' last name • Primary contact number • Secondary contact number • Plate number • Bow number • Decal number • Owner date of birth • Corporate identification • Owner identification 				
	E-6-3	Ability to retrieve the following information as a result of search and allow the user to select: <ul style="list-style-type: none"> • Dealer number • Dealer legal address • Mailing address • Corporate name • Trade name • Owner's name • Primary contact number • Secondary contact number • Email address • Dealer status (suspended/revoked/probation) • Owner date of birth • Corporate identification • Owner identification • Dealer plate number • Franchise affiliation 				

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
	E-6-4	System shall display an alert message when the status of dealer selected is one of the following: <ul style="list-style-type: none"> • Suspended • Revoked • Probation • Expired • Closed 				
	E-6-5	The system shall allow the user to process only the transactions listed below for a suspended or revoked dealer: <ul style="list-style-type: none"> • Reinstatement of dealer • Update suspension/revocation/probation information for dealer • Return of temporary plate • Schedule hearing • Accept payment for past due amounts 				
	E-6-6	Ability to retrieve and view the signature of the following individuals associated to a dealer: <ul style="list-style-type: none"> • Dealer owner • Authorized individuals 				
Search Prior to add Dealer	E-6-7	All dealer transactions must start with a dealer search to determine if the dealer already exists. The transaction will be the same as defined in "add new dealer" in either case except that when the dealer is found the new dealership information must be linked to the existing dealer.				
Add New Dealer	E-6-8	Ability to add new Dealer by capturing the following information when not found in the system: <ul style="list-style-type: none"> • Dealer legal address • Dealer mailing address • Corporate name • Trade name • Email address • Primary contact number (mandatory) • Secondary contact number (optional) • Business hours of operation 				
	E-6-9	Ability to capture the following information as part of the mail and legal address: <ul style="list-style-type: none"> • Address line 1(mandatory) • Address line 2 (optional) • Country (mandatory); default to "US" • City (mandatory) • State (mandatory); default to "NH" • Zip Code (9 digits) 				
	E-6-10	System shall automatically populate the mailing address fields with the address entered by the user into the legal address field; if the mailing address field has been left blank by the user (Note: The user shall have the option to change the mailing address).				

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
	E-6-11	Ability to capture and view additional legal and/or mailing address associated to a dealer. For example: Any dealer having multiple locations in the same city/town with different mailing and legal addresses for each location.				
	E-6-12	Ability to add three sets of business hours of operation for a dealer.				
	E-6-13	Ability to choose Dealer business type from the list below: <ul style="list-style-type: none"> • Incorporated (Inc.) • Limited Liability Company (LLC) • Limited Liability Partnership (LLP) • Corporation • Sole Proprietorship • Partnership 				
	E-6-14	Ability to add the following information related to an inspection station associated with a dealer (Note: This requirement is not mandatory for boats): <ul style="list-style-type: none"> • Inspection station name • Inspection station number • Service agreement between dealer and inspection station 				
	E-6-15	Ability to override system and add new dealers. If a dealer with the same trade name or legal address exists in the system, the system shall have the ability to check for suspension/revocation against the duplicate record found.				
	E-6-16	Ability for the system to alert the user if the owner/business has outstanding title violations.				
Close a Dealer	E-6-17	Ability for the system to alert the user if the owner/business has outstanding title violations.				
Search Individual	E-6-18	Ability to search an owner using any one or a combination of the following information: <ul style="list-style-type: none"> • Driver license number • Social Security number • Date of birth • Owner's name • Mail address • Legal address 				

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
	E-6-19	Ability to retrieve the following information as a result of search and allow user to select: <ul style="list-style-type: none"> • Owner's name • Date of birth • Social Security number • Driver license number • Mailing address • Legal address • Email address • Inspection station name • Status (authorized/suspended/revoked/probation) • Dealer name • Dealer type 				
	E-6-20	System shall display an alert message when user searches for a dealer owner, who is: <ul style="list-style-type: none"> • Suspended • Revoked • Probation 				
	E-6-21	The system shall allow the user to process only the transactions listed below for a suspended individual: <ul style="list-style-type: none"> • Reinstatement of dealer owner • Update suspension/revocation/probation information for dealer owner • Schedule a hearing 				
Add Individual as Dealer Owner	E-6-22	Ability for user to select an individual from the retrieved search results and add as a new dealer owner.				
	E-6-23	Ability to alert user if the individual, added as owner, is associated with another dealer.				
	E-6-24	Ability to update information, as given below, related to the new dealer owner being added from the search results (Note: Changes such as dealer name change, legal address change can be done only through a Dealer approval process): <ul style="list-style-type: none"> • Owner mailing address • Owner email • Primary contact number • Secondary contact number (optional) 				
	E-6-25	Ability to add more than one (1) individual as dealer owners.				
	E-6-26	System shall not allow user to add the retrieved individual as a dealer owner in case the retrieved individual has been suspended/revoked or deceased.				
	E-6-27	Ability to capture percentage ownership of the new dealer owner. Note: This requirement is not mandatory for boats.				

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
Add New Individual	E-6-28	Ability to add the following dealer owner information, while adding new owner into the system: <ul style="list-style-type: none"> • Owner's name • Suffix • Date of birth • Email address • Mailing address • Legal address • Telephone • Gender • OSI - out of state indicator • Military • Fleet registration • Citizen • Direct marketing waiver individual (Yes/No) • Info release waiver individual (Yes/No) 				
	E-6-29	Ability to capture the following information as part of the mailing and legal address: <ul style="list-style-type: none"> • Address line 1(mandatory) • Address line 1 (mandatory) • Address line 2 (optional) • Country (mandatory); default to "US" • City (mandatory) • State (mandatory); default to "NH" • Zip Code (9 digits) 				
	E-6-30	Ability to alert the user if an individual's record already exists in the system to avoid creation of a duplicate record. The system shall have the ability to check for suspension/revocation against the duplicate record found.				
	E-6-31	Ability to capture percentage ownership of the new dealer owner (Note: This requirement is not mandatory for boats).				
	E-6-32	Ability to ascertain whether the applicant's age is under 18 from the applicant's date of birth. The system shall alert the user to reject an application if individual's age is under 18 (Note: This requirement is not mandatory for boats i.e. applicant age is not a filter for boats).				
Manage Approvals	E-6-33	System shall provide the user with the options given below to initiate a new dealer approval (Note: State Police approval is not required for boat dealers (B-Boat Dealer, F-Repair Boat Dealer)): <ul style="list-style-type: none"> • Town only • State Police only • Both Town and State Police 				

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
	E-6-34	System shall set the approval status to "in progress" as soon as the approval process is initiated for each of the below stated approvals: <ul style="list-style-type: none"> • Town approval • State Police approval • Final approval Notes: <ul style="list-style-type: none"> • State Police and final approval are not required for boat dealers (B-Boat Dealer, F-Repair Boat Dealer) • Final approval is initiated only after approvals from Town and State Police are received. 				
	E-6-35	System shall set the approval status to "in progress" as soon as the approval process for State Police is initiated for making the below listed changes to an existing dealer information ("Approved Dealer Changes" workflow): <ul style="list-style-type: none"> • Dealer trade name change • Location change 				
	E-6-36	System shall display an alert message if a dealer status is "in progress" for over 30 days from the beginning of the "in progress" status date.				
	E-6-37	Ability to maintain and track the Town, State Police and Final approval process by capturing the following information: <ul style="list-style-type: none"> • Approval/Rejection letter generation date • Date on which approval letter was sent for approval • City/Town where the approval letter was sent for approval • Approval letter addressed to • Response received date • Status of application (approved, pending or rejected) • Date of approval/rejection • Reason for rejection • Additional Comments Notes: <ul style="list-style-type: none"> • State Police and final approval are not required for boat dealers (B-Boat Dealer, F - Repair Boat Dealer) • Final approval is initiated only after approvals from Town and State Police are received. 				
	E-6-38	System shall allow the user to initiate only State Police approval while making changes to one or more of the following Dealer information: <ul style="list-style-type: none"> • Dealer trade name change • Request for additional plates Note: This requirement is applicable only for the "approve dealer changes" workflow process				
	E-6-39	System shall retain all information related to a dealer and dealer owner added by user before the initiation of approval process.				

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
Workflow Approval Process	E-6-40	System shall set the approval status of a dealer as "approved" if all the below approvals are obtained: <ul style="list-style-type: none"> • Town approval • State Police approval • Final approval Note: State Police and final approval are not required for boat dealers (B-Boat Dealer, F-Repair Boat Dealer).				
	E-6-41	System shall set the approval status of a dealer to "rejected" if the application is rejected either by the town, State Police or during final approval.				
	E-6-42	Legitimate Dealer statuses include: <ul style="list-style-type: none"> • Authorized • Suspended • Revoked • Probation • Expired (upon expiration of dealer license and registration) • Closed 				
	E-6-43	System shall set the application status to "completed" after the completion of approval process for all of the following approvals: <ul style="list-style-type: none"> • Town approval • State Police approval • Final approval Notes: <ul style="list-style-type: none"> • State Police and final approval are not required for boat dealers (B-Boat Dealer, F-Repair Boat Dealer) • Final approval is initiated only after approvals from town and State Police are received. 				
	E-6-44	Ability to update, change, or make additions in the below listed information for an existing dealer upon State Police approval: <ul style="list-style-type: none"> • Dealer trade name change • Corporate name • Location Note: This requirement is applicable only for the "approve dealer changes" workflow process.				
	E-6-45	System shall allow users to review dealer records at any time during the approval process.				

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
Add Bond Information	E-6-46	System shall automatically ascertain requirement of a bond to be furnished by a new dealer depending on the type of dealer selected by the user. The type of dealers requiring bond are listed below: <ul style="list-style-type: none"> • Retail (new or used) • Auto Recycler or Junk Dealer • Motorcycle • Repair with a supplemental plate • Utility over 3000 lbs. • Utility with a supplemental plate • Wholesale • Retail Dealer without plates 				
	E-6-47	Ability for users to update the following information associated to a bond furnished by the applicant: <ul style="list-style-type: none"> • Bond certificate number • Bond expiration date • Insurance company associated with the bond • Bond amount Note: This requirement is not applicable for boat dealers (B-Boat Dealer, F-Repair Boat Dealer).				
	E-6-48	System shall allow users to select insurance company associated with a bond from a drop down menu (Note: The drop down menu for insurance companies shall take values from the INSURE CO lookup table).				
	E-6-49	Ability to automatically populate minimum bond amount as \$25,000 and provide an option to increase the bond amount beyond \$25,000 if the dealer requires a bond for approval.				
	E-6-50	Ability to alert user to reject application if required bond is not furnished by applicant.				
	E-6-51	Ability to display actual bond expiration date along with the default date i.e. March 31st every year.				
Generate Dealer Numbers	E-6-52	Ability to automatically generate dealer number which is greater than one thousand (1000) only for new applications. Note: The automatically generated dealer number for boat dealers (B-Boat Dealer, F-Repair Boat Dealer) shall be greater than three hundred (300) only for new applications.				
Update Dealer Number	E-6-53	Ability for a user with supervisory permissions to override and assign new dealer number.				
	E-6-54	System shall alert the user if a dealer number being assigned to a new dealer is already associated with an existing "authorized" dealer.				
	E-6-55	Ability to assign an existing dealer number to a new dealer only if the existing dealer status is "revoked", "in closure" or "closed."				

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
Add Authorized Individuals	E-6-56	Ability for user to add list of authorized individuals. Note: This requirement is not applicable for boat dealers (B-Boat Dealer, F-Repair Boat Dealer), i.e. there are no authorized individuals for boat dealers.				
	E-6-57	The system shall automatically add all dealer owners as authorized individuals. Note: This requirement is not applicable for boat dealers (B-Boat Dealer, F-Repair Boat Dealer), i.e. there are no authorized individuals for boat dealers.				
Add Dealer Plates	E-6-58	Ability to assign dealer plates, bow numbers to the new dealer in the system.				
	E-6-59	Ability to assign special dealer plate numbers and bow numbers through a supervisory override. History of all overrides shall be maintained by the system.				
	E-6-60	Ability to add the following information related to dealer plates issued to a new dealer: <ul style="list-style-type: none"> • Dealer plate numbers • Quantity (of plates issued) • Date of issue 				
	E-6-61	Ability to add the following information related to decals issued to a new dealer: <ul style="list-style-type: none"> • Decal number • Date of issue 				
	E-6-62	Ability to add the following information related to bow numbers issued to a new boat dealer: <ul style="list-style-type: none"> • Bow number • Quantity • Date of issue 				
Manage Dealer School Attendance	E-6-63	Ability to capture, view, and track the following information related to dealer classes that are held after dealer has been approved: <ul style="list-style-type: none"> • Date of class • Dealer name • Names of attendees 				
Add Temporary Plates	E-6-64	Ability to check if temporary plates have already been issued to a dealer.				
	E-6-65	System shall have the ability to retrieve the following information on temporary plates issued earlier to a dealer: <ul style="list-style-type: none"> • Number of plates issued • Number of plates in stock with the dealer 				
	E-6-66	System shall check the defined threshold level for the number of plates issued to the dealer, and alert if the user is trying to issue temporary plates more than the defined threshold level.				

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
	E-6-67	Ability to issue temporary plates in the system for a particular dealer.				
	E-6-68	Ability to capture the following information related to temporary plates issued to a dealer: <ul style="list-style-type: none"> • Temporary plates numbers • Quantity of plates issued • Date of issue 				
	E-6-69	Ability for user to select from the following reason codes to return temporary plates (Note: Users shall have a role based access to change the status of temporary plates): <ul style="list-style-type: none"> • Used • Stolen • Unused • Void • Damaged • Lost 				
Duplicate / Replacement Specific	E-6-70	Ability for user to select type of transaction from list below: <ul style="list-style-type: none"> • Issue duplicate dealer license and registration (fee) • Issue replacement dealer license and registration (no fee) 				
	E-6-71	Ability for user to select type of document to be issued to applicant: <ul style="list-style-type: none"> • Dealer license only • Dealer registration only • Both dealer license and registration • Boat certificate • Boat license 				
	E-6-72	Ability for user to select from the following reason codes for issuing a replacement license and/or registration to a dealer: <ul style="list-style-type: none"> • Lost in mail, less than 90 days from the date of issuance • Dealer name change • Dealer address change 				
Update Bond Information	E-6-73	System shall alert the user of any expiring bond associated with a valid dealer.				
	E-6-74	Ability for user to reject application if bond associated with a dealer is invalid.				
	E-6-75	Ability to update the following information associated with a dealer bond: <ul style="list-style-type: none"> • Bond certificate number • Bond expiration date • Insurance company associated with the bond 				

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
	E-6-76	Ability to update and maintain history of the following information associated with a dealer bond: <ul style="list-style-type: none"> • Bond certificate number • Bond expiration date • Amount • Insurance company associated with the bond 				
	E-6-77	System shall allow users to select insurance company associated with a bond through a drop down box (Note: The drop down menu for insurance companies shall take values from the INSURE CO lookup table).				
	E-6-78	Ability to update bond cancellation information into dealer records.				
	E-6-79	Ability to cancel an existing bond and replace with a new bond.				
	E-6-80	Maintain a history of bond events such as issuance, cancellation, and expiration.				
Process Renewals	E-6-81	Ability for users to renew dealers with or without fees.				
	E-6-82	Ability to renew Dealers at least four (4) months prior to the renewal deadline date: <ul style="list-style-type: none"> • Renewal date for all dealers except Boat dealers is March 31st of each year • Renewal date for a Boat dealer is December 31st each year 				
	E-6-83	System shall have the ability to generate a report if a dealer has not been renewed by the renewal deadline date: <ul style="list-style-type: none"> • Renewal date for all dealers except boat dealers is March 31st of each year • Renewal date for a boat dealer is December 31st of each year 				
	E-6-84	Ability to automatically update the dealer status to "authorized" upon renewal.				
	E-6-85	System shall automatically set the dealer status to "expired" if dealer renewal has not been done before the due date mentioned on the "last chance letter" (Note: Renewal date for all dealers except boat dealers is the March 31st of each year. Renewal date for a boat dealer is December 31st of each year. Dealer expiration date is mentioned in the last chance letter after which the inspection station would be in "expired" status).				

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
	E-6-86	System shall have the ability to update the expiration date of license and registration of all dealers (except boat dealers) to March 31st of the following calendar year, upon renewal.				
	E-6-87	System shall have the ability to update the expiration date of boat certificate and boat license for boat dealers to December 31st of the following calendar year, upon renewal.				
Add Suspension / Revocation	E-6-88	Ability for user to suspend/revoke: <ul style="list-style-type: none"> • Dealer only • Individual dealer owner only • All dealer owners • Both dealer and dealer owner 				
	E-6-89	Ability for user to select dealer/dealer owner status from the list below: <ul style="list-style-type: none"> • Suspended • Revoked • Probation 				
	E-6-90	Ability to add the following information related to probation, suspended, or revoked dealer or dealer owner: <ul style="list-style-type: none"> • Hearing date • Suspension dates ("from date" and "to date") • Due date for supplies to be returned by the dealer • Type of supplies due; for example registration plates, temporary plates • Notes/comments • Supplies received date • Restoration date • Fine amount (default value is \$0) • Due date for fine payment 				
	E-6-91	Ability to simultaneously add both suspension dates and probation dates for a dealer and dealer owner.				
Update Suspension / Revocation Information	E-6-92	Ability to retrieve, display and update the following information related to a probation, suspended, or revoked dealer or dealer owner: <ul style="list-style-type: none"> • Hearing date • Suspension dates ("from date" and "to date") • Due date for supplies to be returned by the dealer • Type of supplies due for example registration plates, temporary plates • Notes/comments • Supplies received date • Restoration date • Probation dates ("from date" and "to date") • Fine amount (default value is \$0) • Due date for fine payment 				

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
	E-6-93	Ability to update the following information related to partial payment of a fine amount by a dealer and/or dealer owner: <ul style="list-style-type: none"> • Partial amount paid • Date of payment 				
	E-6-94	The system shall have the ability to alert user if a suspended dealer has not returned supplies before the due date.				
Process Reinstatement	E-6-95	Ability for user to reinstate the following: <ul style="list-style-type: none"> • Dealer • Dealer owner 				
	E-6-96	The system shall not allow the users to reinstate a dealer if the dealer has paid only a partial fine amount.				
	E-6-97	Ability to alert user if a fine is associated with a suspended dealer at the time of reinstatement. The system shall display the fine amount due.				
	E-6-98	Ability to set the status of dealer to "probation" instead of "authorized" when probation dates are available in the system. "Probation end date" must be greater than the date on which reinstatement transaction is done.				
	E-6-99	Ability to set the status of dealer status to "authorized" upon completion of the reinstatement transaction.				
Add Additional Dealer Plates	E-6-100	Ability to issue additional plates to a dealer; additional plates to a new dealer shall be issued at least 120 days after the final approval.				
	E-6-101	Ability to issue additional bow numbers to a boat dealer.				
	E-6-102	Ability to update the following information related to additional plates issued to a dealer: <ul style="list-style-type: none"> • Number of plates issued • Individual plate numbers • Date of issue of plates 				
	E-6-103	Ability to update the following information related to additional bow numbers issued to a boat dealer: <ul style="list-style-type: none"> • Number of bow numbers issued • Individual bow numbers • Date of issue of bow numbers 				

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
Update Dealer	E-6-104	Ability to update the following dealer information without assessing and calculating fees: <ul style="list-style-type: none"> • Dealer mailing address • Dealer email • Primary contact number • Secondary contact number (optional) • Hours of operation • Adding or deleting owners Note: <ul style="list-style-type: none"> • Change in more than 51% ownership of all dealers except boat dealers goes through a new approval process • All boat dealer owners can be changed without any approval 				
	E-6-105	Ability to capture and view additional legal and/or mailing address associated to a dealer, for example: any dealer having multiple locations in the same city/town with different mailing and legal addresses for each location (Note: All legal and mailing addresses shall have the same dealer number).				
	E-6-106	Ability to define a threshold level for the number of dealer and temporary plates a dealer can have in stock before new supplies can be issued.				
	E-6-107	Ability to update information related to any return of supplies such as registration plates, temporary plates by a dealer "in closure" or "closed" whose number has been assigned to another dealer.				
	E-6-108	Ability to update inspection station information associated with a dealer.				
	E-6-109	System shall display history of information related to supplies such as dealer plates, decals issued to and returned by a dealer.				
	E-6-110	Ability to update information related to registration plates and temporary plates owned by a dealer.				

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
	E-6-111	Ability for user to update any changes in the below information reported by the dealer at the time of renewal: <ul style="list-style-type: none"> • Owner information • Owner address • Primary contact number • Secondary contact number • Email address • Additional comments • Hours of operation Note: <ul style="list-style-type: none"> • Change in more than 51% ownership of all dealers except boat dealers goes through a new approval process • All boat dealer owners can be changed without any approval 				
	E-6-112	Ability to maintain and track history of re-issued plates.				
	E-6-113	Ability for the user to close a dealer and for the system to alert the user if the owner/business has any outstanding title violations				
	E-6-114	System shall provide users with a role based access to change the status of plates from the list below: <ul style="list-style-type: none"> • Used • Stolen • Unused • Void • Damaged • Lost • Reissued 				
	E-6-115	System shall have the ability to maintain and track inventory items such as dealer plates, temporary plates, decals that are associated with a dealer.				
	E-6-116	Ability to add, maintain, and view a dealer's transaction history.				
	E-6-117	Ability to track and maintain a dealer transaction history using the items listed below: <ul style="list-style-type: none"> • Location • User identification • Date/time • Type of activity (add, modify, delete) • Old data • New data 				
Online Notifications	E-6-118	Ability for the system to generate notification letters such as rejection letter, letter to State Police, town and final approval.				

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
	E-6-119	System shall have the ability to generate notification letters for a new dealer's approval: <ul style="list-style-type: none"> • Letter for town only • Letter for State Police only • Letters for both town and State Police • System shall maintain a record of the date on which the letter to town and/or State Police is generated. 				
	E-6-120	Ability for the system to generate a renewal notice letter 90 days prior to the renewal deadline date.				
	E-6-121	Ability for the system to generate "last chance letter" for dealers who have not renewed by due date.				
	E-6-122	Ability for the system to generate notification letters for dealers in "expired" status indicating change in dealer status to "expired."				
	E-6-123	Ability for the system to generate a work order letter for the State Police when a dealer status has been changed to "expired."				
	E-6-124	Ability for the system to generate rejection letters for the following reasons: <ul style="list-style-type: none"> • Applicant's/Owner's age less than 18 (not applicable for boat dealers) • Application rejected by State police • Application rejected by Town • Application rejected at the time of FINAL approval 				
	E-6-125	Ability for the system to generate notification letters to notify dealers of cancelled, inadequate, or discontinued bonds.				
Update Dealer Owner	E-6-126	Ability to update the following dealer owner information without assessing fees: <ul style="list-style-type: none"> • Change of owner • Change of owner address Note: Change in more than 51% ownership goes through a new approval process				
	E-6-127	Ability to update dealer owner status as "deceased."				

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
Register Temporary Plate	E-6-128	<p>Ability for the user to add, update, and track temporary registrations, when the buyer is a resident of the State of New Hampshire or any other state except Massachusetts by capturing the following information:</p> <ul style="list-style-type: none"> • Temporary plate number <p>Vehicle Information:</p> <ul style="list-style-type: none"> • Year • Make • Model or series • Body type • Color • VIN • Number of cylinders • Type of fuel used <p>Date of Sale:</p> <ul style="list-style-type: none"> • Month • Day • Year <p>Buyer Information:</p> <ul style="list-style-type: none"> • Name • Legal address • Owner's date of birth <p>Dealer Information:</p> <ul style="list-style-type: none"> • Name of dealer • Dealer number <p>Other Information</p> <ul style="list-style-type: none"> • Name of the person making certificate • Signature of the person making certificate 				
	E-6-129	<p>Ability for the user to add, view, update and track following information related to transfer of ownership from Dealer to buyer, when the buyer is a resident of the state of Massachusetts:</p> <p>Buyer Information:</p> <ul style="list-style-type: none"> • Name • Owner's date of birth • Mailing address <p>Vehicle description:</p> <ul style="list-style-type: none"> • Date of sale (mm/dd/yyyy) • Year • Make • Model • Color • VIN <p>Dealer Information:</p> <ul style="list-style-type: none"> • Dealer name • Dealer number <p>Other Information:</p> <ul style="list-style-type: none"> • Name of the person completing form • Signature of the person completing form 				

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
	E-6-130	<p>Ability for the user to capture unsafe vehicle sale information. The following information related to sale of unsafe vehicle should be captured:</p> <p>Vehicle Information:</p> <ul style="list-style-type: none"> • Year • Make • Model or series • Body type • Color • VIN • Number of cylinders <p>Deficiencies:</p> <ul style="list-style-type: none"> • Motor or serial number • Rear view mirror • Electrical system/horn • Wipers • Defroster • Directional signals • Foot brake • Parking brake • Lights and reflectors • OBD-II/Emissions • Odometer/speedometer • Glass • Exhaust system • Fuel system • Tires and wheels • Body, chassis and bumper height • Rust • Steering, front end and suspension • Obscured number plates • Other (please specify) <p>Buyer Information:</p> <ul style="list-style-type: none"> • Buyer name • Buyer address • Buyer signature • Date of purchase <p>Dealer Information:</p> <ul style="list-style-type: none"> • Dealer name • Dealer signature • Date of Unsafe Vehicle Form submission 				
Electronic Notifications	E-6-131	The system shall have the ability to register a dealer to receive email notifications.				
	E-6-132	Dealers shall be able to opt out of receiving notifications by mail.				
	E-6-133	Ability to send email notifications to the dealers who have registered for receiving all DMV notifications through email.				
	E-6-134	System shall provide a summary of the dealers who have opted to receive notifications through email.				

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
	E-6-135	Ability to view copy of notifications sent to dealers.				
Reporting	E-6-136	Ability to generate canned or ad-hoc reports such as: <ul style="list-style-type: none"> • Number of expired or valid bonds • Report on franchise dealers and type of franchise dealer • Weekly report of suspended dealers • Dealers sorted by different views such as by town, by name, by dealer number, by dealer type • Average processing time taken for adding new dealer or dealer owner • Dealers who do not have email address in the system • Dealers who do have email address in the system • Dealers who have a service agreement with invalid inspection station • Mailing labels printed by parameters such as expiration date, by dealer type, by town 				
	E-6-137	Ability to generate reports based on the Dealer number entered by the user. The report shall include: <ul style="list-style-type: none"> • Dealer name • Dealer owner/owner's name • List of authorized individuals 				
	E-6-138	System shall provide data related to all authorized and suspended dealers. The users shall be able to filter the data by different views such as authorization type, dealer type and dealer status, and should be able to drill down from summary to lowest level of details, with an ability to view the associated information all the way through the drill down activity. The data and filters are as below: Ability to generate a report on following data by Dealer Type Data - <ul style="list-style-type: none"> • Total number of Retail Dealers • Total number of Wholesale Dealers • Total number of Utility Dealers • Total number of Repair • Total number of Transporter • Total number of Motorcycle • Total number of Junk • Total number of Retail Dealer without plates • Total number of Boat Dealers • Total number of Repair Boat Ability to generate a report on following data by Dealer Status Data - <ul style="list-style-type: none"> • Total number of dealers • Total number of dealers suspended • Total number of dealers authorized • Total number of dealers in pending status • Total number of dealers under probation • Total number of dealers in expired status 				

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
	E-6-139	Ability to sort and view the following information associated to a trade name: <ul style="list-style-type: none"> • Dealer owner/owners • Corporate name • Dealers • Registered vehicles 				
	E-6-140	Ability to sort and view the following information associated to a Dealer owner by: <ul style="list-style-type: none"> • Owner's name • Corporate name • Trade names • Inspection stations • Dealers • Registered vehicles 				
	E-6-141	Ability to sort and view the following information associated to a corporate name: <ul style="list-style-type: none"> • Dealer owner/owners • Trade name • Dealers • Registered vehicles 				
	E-6-142	Ability to view Batch report of notifications sent to Dealers. The Batch report shall contain: <ul style="list-style-type: none"> • Date when notice was printed • Full name of user who printed the notification • Dealer name • Dealer type • Mailing address 				
	E-6-143	Ability to generate a report on partial payment for each violation fine amount by at least capturing following information: <ul style="list-style-type: none"> • Original fine amount • Due date for original fine amount • Partial payment(s) • Date of partial payment(s) • Balance on original fine amount 				
	E-6-144	Ability to generate a report of all transactions associated with a dealer in "in closure" status.				
	E-6-145	Ability to generate a report of dealers in "expired" status based on the "from" and "to" dates entered by the user.				
	E-6-146	Ability to generate parameter driven reports. The report shall include any comment entered by the user at the time of the transaction. For example: Report for all non-fee based transactions and/or replacement transactions etc.				

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
Print	E-6-147	Ability to print following documents: <ul style="list-style-type: none"> • License and registration certificate of an approved dealer after payment of appropriate fee by the applicant • Duplicate license and registration after payment of appropriate fee by the dealer • Replacement license and/or registration as requested by the dealer • License and registration for a dealer that has been renewed in the system, upon payment of appropriate fee • "Last chance letter" along with address for all dealers who have not renewed by due date • Reinstatement letter for a reinstated dealer, or dealer owner • New dealer approval letter for town • New dealer approval letter for State Police • Suspension letter for a suspended dealer, dealer owner 				
	E-6-148	Ability to print rejection letters for the following reasons: <ul style="list-style-type: none"> • Applicant/Owner's age less than 18 • Application rejected by State Police • Application rejected by town • Application rejected at the time of FINAL approval 				
	E-6-149	Ability to print receipt upon successful completion of any transaction.				

E-7 Inventory Requirements

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
Define Item	E-7-1	Ability to add new inventory types by capturing the inventory type name and description.				
	E-7-2	Ability to alert user if the new inventory type being added to the system already exists to avoid creation of duplicate inventory types.				
	E-7-3	Ability to define and view new inventory item type (series) for an inventory type by capturing the following information: <ul style="list-style-type: none"> • Item type • Item sub type (if applicable) • Number in set • Number configuration • Distribution point (DOS Warehouse) • Next number sequence to order • Maximum number to order • Capacity of inventory type • Quantity to be ordered • Percent of inventory on-hand • Item type redefine percentage • Issue dates (first and last) 				
	E-7-4	Ability to display the inventory types in an alphabetical order and allow users to select one. The following is the current list of inventory types: <ul style="list-style-type: none"> • 20 day paper plates • 60 day temporary plates • Boat decals • Certificate of Title Applications (CTA) • Assignment of Title (form TDMV17A) • Assignment of Pay-Off (form TDMV25A) • Dealer temporary plates • Vehicle inspection stickers • Metal registration plates • NH issued Vehicle Identification Number (VIN) • Overweight decals • Permanent handicapped placards • Registration certificates • Salvage decals • Temporary handicapped placards • Yearly double and single decals • Boat renewal registration mailers • NH trailer VIN inventory • Title control numbers • Massachusetts point of sale form • Custom vehicle decals 				

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
	E-7-5	Ability to display "item sub types" in a drop down menu for applicable items. For example: Under "metal plates" the sub types are motorcycle plate, trailer plate, passenger plate, etc.				
	E-7-6	Ability to determine the following values automatically based on the defined number configuration: <ul style="list-style-type: none"> • Next number sequence to order • Maximum number to order • Capacity of inventory type 				
	E-7-7	Ability to set the status of the item type to 'inactive' for the following conditions: <ul style="list-style-type: none"> • Percent available = 0% • Current date is before first issue date • Current date after last issue date 				
	E-7-8	Ability to alert user when an item type reaches a reorder point.				
	E-7-9	Ability to capture the name of the user who defined the inventory item, who made the changes along with the time stamp and the location at which these actions have taken place.				
Define Number Configuration	E-7-10	Ability to define total number of characters for an item number. Note: Currently the plate can hold maximum of seven characters. In the future, there may be a need to increase the number of characters and the system must have the ability to support the need for more characters.				
	E-7-11	Ability to define more than one configuration for an item type and series.				
	E-7-12	Ability to define each character of the number configuration as an alphabetic or as a numeric or as an alpha-numeric.				
	E-7-13	Ability to define increment rule for each character.				
	E-7-14	Ability to choose if the character is a fixed value.				
Order Inventory	E-7-15	Ability for an agent or substation to place an order by capturing the following information. In addition the system shall have the ability to handle multiple item types in a single order: <ul style="list-style-type: none"> • Requestor name • Requestor location name and number • Date • Item type • Number of units ordered 				

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
	E-7-16	Ability to select the 'from location' and 'to location' for an order from the list of locations. The list shall contain all DMV substations, the Safety warehouse, manufacturers and agent users.				
	E-7-17	Ability to preset the 'from' and 'to' locations for an agent user.				
	E-7-18	Ability to retrieve the list of item types based on the selected 'from location' and allow users to choose one.				
	E-7-19	Ability to generate a unique 'order number' when a new order is placed.				
	E-7-20	Ability to automatically set the order status to 'placed' when a new order is placed.				
	E-7-21	Ability to allow users with supervisory privileges to place an order for same item type for a location more than once a day.				
	E-7-22	Ability to allow users to cancel the order placed.				
	E-7-23	Ability to automatically initiate an order when the number of inventory items of a user or location reaches the reorder point.				
	E-7-24	Ability to capture the following information corresponding to the replacement order of inventory: <ul style="list-style-type: none"> • From number • To number • Total quantity • Reason for replacement • To location 				
	E-7-25	Ability to select the reason for replacement from the following: <ul style="list-style-type: none"> • Defective • Missing • Damaged • Lost • Stolen 				

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
	E-7-26	Ability to generate an order confirmation with the following information and allow user to print: <ul style="list-style-type: none"> • Requestor name • Requestor location name and number • Date • Item type • Order number • Order date • From location • To location • Item types • Number in pack (beginning and ending numbers for each item type) • Total quantity (for each item type) 				
Track Order	E-7-27	Ability to track the orders by following statuses: <ul style="list-style-type: none"> • Placed order • Processed • Partially processed • Shipped • Received • Transferred 				
	E-7-28	Ability to display the following information for each order status: <ul style="list-style-type: none"> • Order number • Order date • From location • To location • Requestor name • Processed user • Processed date for processed order • Shipped date for shipped order • Received date for received order (Note: Default location is the current user's location) 				
Process Order	E-7-29	Ability to process an order by selecting an order number under the placed orders.				
	E-7-30	Ability to display the following information associated with an order: <ul style="list-style-type: none"> • Requestor name • Order number • From location • To location • Item types • Number in pack for each item type • Number of units ordered for each item type • Total quantity for each item type • From number for each item type • To number for each item type 				
	E-7-31	Ability to process an order completely or partially by selecting the item types associated with an order.				

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
	E-7-32	Ability to display all available items within the specified range ('from number' and 'to number') for a selected item type along with the following information during partial order process: <ul style="list-style-type: none"> • Order number • From location • To location • Inventory type 				
	E-7-33	Ability to allow user to transfer the desired items from the list of available items.				
	E-7-34	Ability to view the following information: <ul style="list-style-type: none"> • Total number of available items • Total number of selected items 				
	E-7-35	Ability to update the status of a partially processed order to 'partially processed' and set the status of the inventory items associated with a 'partially processed' or 'processed order' to 'in transit'.				
	E-7-36	Ability to allow users to cancel the order after partial processing of an order. Ability to update the status of the items to 'available' when an order is cancelled.				
Ship Order	E-7-37	Ability to capture the following information when an order is shipped: <ul style="list-style-type: none"> • Order number • From location • To location • Shipped date • Item types • Total quantity for each item type • Order type (partial/complete) 				
	E-7-38	Ability to capture a shipper tracking number for orders shipped.				
	E-7-39	Ability to set the status of the order to 'shipped' when an order is shipped.				
Receive Inventory	E-7-40	Ability to receive an order by selecting an order number under the received orders.				
	E-7-41	Ability to display the following information associated with an order: <ul style="list-style-type: none"> • Requestor name • Order number • From location • To location • Item types • Number in pack for each item type • Number of units ordered for each item type • Total quantity for each item type • From number for each item type • To number for each item type 				

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
	E-7-42	Ability to receive an order completely by selecting all the item types associated with an order. Once received the inventory becomes available for use in appropriate location.				
	E-7-43	Ability to update the status of a completed order to 'received'.				
	E-7-44	Ability to allow users to partially receive an order. Note: Partial receive functionality shall be available only for authorized locations and users.				
	E-7-45	Ability to display the transferred items within the specified 'from number' and 'to number' range for a selected item type along with the following information: <ul style="list-style-type: none"> • Order number • From location • To location • Inventory type 				
	E-7-46	Ability to allow user to receive the desired items from the list of processed items.				
	E-7-47	Ability to view the total number of items received.				
	E-7-48	Ability to update the status of a partially received order to 'partially received '.				
	E-7-49	Ability to set the status of the inventory items associated with a 'partially received' or 'received' to 'available' at the 'to location'.				

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
Locate Inventory	E-7-50	Ability to allow user to enter an item number and retrieve the following information associated with that item: <ul style="list-style-type: none"> • Inventory type • Item type • Location • Status Warehouse information <ul style="list-style-type: none"> • Warehouse name • Entry date • Transfer date • Accepting employee • Transferring employee Location information <ul style="list-style-type: none"> • Location name • Acceptance date • Transfer date • Accepting employee • Transferring employee Customer service information <ul style="list-style-type: none"> • Acceptance date • Issue date • Accepting employee • Order Number 				
	E-7-51	Ability to allow user to enter a location code and retrieve the following information associated with all the inventory at that location: <ul style="list-style-type: none"> • Inventory type • Item type • Inventory description • On hand • On order request • On transfer • Transfer level • Transfer quantity 				
	E-7-52	Ability to allow user to choose inventory type and item type (series) and retrieve the following information: <ul style="list-style-type: none"> • Location code • Location name • On hand • On order request • On transfer • Transfer level • Transfer quantity 				

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
	E-7-53	Ability to retrieve the following information for each user or location corresponding to the inventory: <ul style="list-style-type: none"> • Order type • Order date • Inventory type • Item type • Inventory quantity • From number • To number • User who processed the order • Order location 				
Transfer Items	E-7-54	Ability to capture the following information for the transfer of inventory. Note: Transfer of inventory can happen between DMV locations and/or users. <ul style="list-style-type: none"> • Item type • From location • To location • From number • To number • Total quantity 				
	E-7-55	Ability to generate unique order number for all transfers.				
	E-7-56	Ability to retrieve the list of item types based on the selected 'from location'.				
	E-7-57	Ability to allow transfer of only one item type at a time.				
Maintain Inventory	E-7-58	Ability to allow users with supervisory privileges to update the status of an inventory by capturing the following information: <ul style="list-style-type: none"> • Inventory type • Inventory series • From item • To item • Quantity • Current status • Comment 				
	E-7-59	Ability to select the 'status' of an item from the list given below: <ul style="list-style-type: none"> • Ordered • Available • In-transit • Issued • Damaged • Lost • Stolen • Defective • Return unused 				

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
	E-7-60	The Warehouse shall have the ability to issue plates directly to the customer and system shall update the status to "issued."				
	E-7-61	Ability to maintain and track complete history of all inventory status changes for an inventory item.				
	E-7-62	Ability to maintain history of all changes made to the definition of an item type.				
	E-7-63	Ability to maintain history of all changes done in the system.				
	E-7-64	Ability to capture the reorder level and reorder quantity for an item type by location.				
	E-7-65	Ability to track all events associated with the lifecycle of an inventory item from order to issuance.				
	E-7-66	Ability to generate a weekly report (case sheet) of plates to be ordered to the manufacturer. The report shall have the following fields: <ul style="list-style-type: none"> • Plate type • Initial quantity • Plate number • Date issued 				
	E-7-67	Ability to generate an ad-hoc report consisting of plates to be shipped to the customer. The report shall have the following options: <ul style="list-style-type: none"> • Plate type • Plate number • Expiration month • Name and shipping address 				
	E-7-68	Ability to generate a daily report of all processed and unprocessed orders.				
	E-7-69	Ability to generate a monthly report of all processed but not received orders at all locations.				
	E-7-70	Ability to generate an annual report of all outstanding reorders at all locations.				
	E-7-71	Ability to generate a report of all inventory items by item type at all locations.				
	E-7-72	Ability to generate a report of unused inventory item types by location utilizing the following information: <ul style="list-style-type: none"> • From number • To number • Quantity 				

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
	E-7-73	Ability to maintain history of all order transactions to include the following: <ul style="list-style-type: none"> • Replacement orders • Cancelled orders • Completed and incomplete orders • Cancelled replacement orders by location • Requestor • Item type with order number • Date and time of order • Item numbers associated with each order 				

APPENDIX F: DETAILED BUSINESS SUBSYSTEM REQUIREMENTS (Optional)

Vendor must complete each of the Detailed Business Subsystem Requirements checklists located in APPENDIX F: *DETAILED BUSINESS SUBSYSTEM REQUIREMENTS (OPTIONAL)* for every optional subsystem being proposed. The optional Detailed Business Requirements are the subsystems of Registration and Title. Vendors shall complete a checklist based on the following format and must indicate a response for each and every requirement listed on each of the subsystem checklists.

A response is indicated by checking one of the columns for each requirement as follows:

- **Base Product with Configuration Changes** - The proposed “out of the box” base product along with specific configuration changes to the product will allow for the requirement to be met.
- **Custom Code** - The core software does not contain the required functionality and custom code development is needed for the requirement to be met.
- **Not Capable** - The proposed software is not capable of meeting the requirement.
- **Comments** - This area is for a vendor to provide any explanation that may be necessary to allow for a better understanding of the capability of the software product and the ability to meet the requirement. Describe the effort/timeframe necessary for the solution to be configured or modified to meet the requirement.

F-1 Registration Requirements

Use Case Name	Req Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
Choose transaction type	F-1-1	Ability to display the transaction types relating to vehicle and boat registrations as listed below based on a user's role and allow the user to select a transaction: <ul style="list-style-type: none"> • New Title Application (CTA - Certificate of Title Application) • Update CTA • New registration • Corrections/DMV Error/No Fee • Remove a record • Reprint a registration • Duplicate registration • Registration Status Change • Renew registration • Salvage Decal Issuance • Transfer registration (straight/lease/survivorship) • Vehicle plate maintenance • Vehicle plate swap • Walking disability placard • Special registration (undercover registration) • Carrier registration • Instate/Out of State overweight decals • Release 60 day temporary plates 				

Use Case Name	Req Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
		<ul style="list-style-type: none"> • Mail Return Status • Customer listings • Boat merge • Reject Letters/Notices • VIN Merge • View E-ZPass requests • Payoff DMV E-ZPass administrative fines • Manage E-ZPass requests • View registrations • View titles • View owner groups • Add owner groups • Registration maintenance process • Ill plate table (inappropriate plates) • Table administration 				
Search individual	F-1-2	<p>Ability to search an individual using any or combination of the following criteria:</p> <ul style="list-style-type: none"> • Driver License identification number • Non-Driver identification card number • SSN • EID number • Status • Date of birth • Last name • First name • Middle name • Address (mailing, legal or temporary) • Out of State License identification number • Unique internal DMV identifier number 				
	F-1-3	<p>Ability to retrieve and view one or more individuals with the following information as a result of search and allow the user to select an individual:</p> <ul style="list-style-type: none"> • Driver License identification number • Non-Driver identification card number • First name • Last name • Middle name • Telephone number • Email address • Date of birth • SSN • EID number • Driver License status (denied, active, inactive, suspended, etc...) • Address (mailing, legal or temporary) • Unique internal DMV identifier number 				

Use Case Name	Req Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
Search Corporation	F-1-4	Ability to search a corporation using any or combination of the following criteria: <ul style="list-style-type: none"> • Corporation legal address • Corporation mailing address • Corporation name • Name of corporation owner (optional) • Trade name (optional) • Email address (optional) • Primary contact number (optional) • Secondary contact number (optional) • Business hours of operation (optional) • Trust indicator • Lease indicator • DBA indicator • Federal identification number • Department of Transportation Identification Number 				
Search Vehicle	F-1-5	Ability to search for a vehicle using any or combination of the following criteria: <ul style="list-style-type: none"> • Driver License identification number • Non-Driver identification card number • SSN • EID number • Corporate identification • Corporate name • Date of birth • Last name • First name • Middle name • Address (mailing, legal or temporary) • Out of State License identification number • Unique internal DMV identifier number • Full or Partial Vehicle Identification Number • Full or Partial Vehicle Plate Number • Full or Partial Validation Sticker Number • Year, make, model and body style of vehicle 				

Use Case Name	Req Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
Add new individual	F-1-6	Ability to add new individual's personal information by capturing the following details: <ul style="list-style-type: none"> • First name • Middle name • Last name • Suffix • Date of birth • SSN • Email address • Mailing address • Legal address • Temporary address • Telephone • Sex/gender • Disabled Veteran indicator (yes/no) • FPO number • APO number • Direct marketing waiver individual (yes/no) • Information release waiver individual (yes/no) 				
	F-1-7	Ability to alert the user if an individual's record already exists in the system to avoid creation of a duplicate record.				
	F-1-8	Ability to select type of addresses from the list below: <ul style="list-style-type: none"> • Mailing address • Legal address • Temporary address • APO or FPO address 				
	F-1-9	Ability to capture the following details associated with each address type: <ul style="list-style-type: none"> • Street Address line 1 (mandatory) • Street Address line 2 (mandatory) • Street Address line 3 (optional) • City (mandatory) • State (mandatory) • Zip Code (mandatory) • Country 				
	F-1-10	Ability to establish time validity of an address by capturing "from date" and "to date" information. Permanent address does not require "to date" whereas temporary address requires both "from date" and "to date" information.				
	F-1-11	Ability to capture using a check box if "legal address" is same as "mailing address" then set "legal address" to "mailing address."				

Use Case Name	Req Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
	F-1-12	Ability for users with role-based access to merge identification numbers associated to an individual in the system.				
Add new corporation	F-1-13	Ability to add new Corporation by capturing the following information when not found in the system: <ul style="list-style-type: none"> • Corporation legal address • Corporation mailing address • Corporation name • Name of corporation owner (optional) • Trade name (optional) • Email address (optional) • Primary contact number (optional) • Secondary contact number (optional) • Business hours of operation (optional) • Trust indicator • Lease indicator • DBA indicator • Federal identification number • Department of Transportation Identification Number 				
Check address	F-1-14	Ability to verify mailing address and legal address (includes city & zip codes) by using USPS interface (CASS).				
Maintain individual's personal information	F-1-15	Ability to modify and update applicant's personal information: <ul style="list-style-type: none"> • First name • Middle name • Last name • Suffix • Date of birth • SSN • Email address • Mailing address • Legal address • Temporary address • Telephone • Sex/gender • Disabled Veteran indicator (yes/no) • FPO number • APO number • Direct marketing waiver individual (yes/no) • Information release waiver individual (yes/no) 				

Use Case Name	Req Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
Maintain a corporation	F-1-16	Ability to modify and update a Corporation by capturing the following information: <ul style="list-style-type: none"> • Corporation legal address • Corporation mailing address • Corporation name • Name of corporation owner (optional) • Trade name (optional) • Email address (optional) • Primary contact number (optional) • Secondary contact number (optional) • Business hours of operation (optional) • Trust indicator • Lease indicator • DBA indicator • Federal identification number • Department of Transportation Identification Number 				
Retrieve applicant's personal information	F-1-17	Ability to retrieve and display the applicant's following personal information: <ul style="list-style-type: none"> • First name • Middle name • Last name • Suffix • Date of birth • SSN • Email address • Mailing address • Legal address • Telephone number • Gender • Military status • Disabled Veteran Indicator (yes/no) • FPO number • APO number • Fleet registration • Citizenship status • Direct marketing waiver individual (yes/no) • Info release waiver individual (yes/no) 				

Use Case Name	Req Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
Retrieve corporation information	F-1-18	Ability to retrieve and display a following corporation information when not found in the system: <ul style="list-style-type: none"> • Corporation legal address • Corporation mailing address • Corporation name • Name of corporation owner (optional) • Trade name (optional) • Email address (optional) • Primary contact number (optional) • Secondary contact number (optional) • Business hours of operation (optional) • Trust indicator • Lease indicator • DBA indicator • Federal identification number • Department of Transportation Identification Number 				
VIN entry	F-1-19	Ability for the system to validate a Vehicle Identification Number (VIN) and populate vehicle information fields with the appropriate data as a result of a third party VIN reporting subscription service.				
	F-1-20	Ability for a user to enter a non-compliant VIN into the system.				
Notify applicants	F-1-21	Ability to send renewal notifications to the applicants as per the schedule given below <ul style="list-style-type: none"> • Vehicle registration: 60 days prior to expiration • Fleet registration: 90 days prior to expiration • Boat registration: 120 days prior to expiration • Permanent placards: 120 days prior to expiration 				
Walking disability	F-1-22	Ability to check if an applicant has a permanent walking disability placard to qualify for a handicap vehicle registration plate. If so, set the applicant's disability status to "Yes."				
	F-1-23	Ability for the system to issue both permanent and temporary walking disability placards based on the following criteria. <ul style="list-style-type: none"> • Permanent - No greater than five (5) years • Temporary - No greater than six (6) months Note: No age restriction for the issuance of placards				
Print documents	F-1-24	Ability to print the following registration documents: <ul style="list-style-type: none"> • Vehicle registration with barcode • Boat registration with barcode • Title applications • Financial memos 				

Use Case Name	Req Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
Duplicate Registrations	F-1-25	Ability to display reason codes for a duplicate registration and allow user to select one from the following: <ul style="list-style-type: none"> • Lost • Stolen • Damaged 				
Boat registrations and vehicle plates and registrations	F-1-26	Ability to display reason codes for a replacement vehicle plate and allow user to select one or more from the following: <ul style="list-style-type: none"> • Lost • Damaged • Stolen • In stock • Available for reissue vanity • Available for reissue non-vanity • Available for reorder • Midstream vehicle plate change 				
	F-1-27	Ability to issue all existing plate types as detailed in APPENDIX F-1.1: <i>Registration - Plate Type Table (Metal)</i> and APPENDIX F-1.2: <i>Registration - Plate Type Table (Paper)</i> .				
	F-1-28	Ability to add new plate types as needed.				
	F-1-29	Ability for the user to select the appropriate title activity code from the following list: <ul style="list-style-type: none"> • Applied • Private sale • Exempt 				
	F-1-30	Ability for the system to alert the user should a title not exist when a vehicle is less than (<) fifteen (15) years old, or a heavy truck or truck-tractor weighing over 18,000 pounds regardless of age. Trailers only require titling if the trailer weighs over 3,000 pounds and is within the fifteen (15) year limit, excluding tow dollies.				
	F-1-31	Ability for system to determine the expiration date of a metal plate based on the primary owner with the exception of a permanent plate type. Reference APPENDIX F-1.1: <i>Registration - Plate Type Table (Metal)</i>				
	F-1-32	Ability for system to determine the expiration date of a temporary paper plate based on the temporary plate type.				
	F-1-33	Ability for the system to limit the quantity of 20-day temporary plates issued to five (5) dependent on the owner and the twelve (12) month period.				

Use Case Name	Req Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
	F-1-34	Ability for the user to swap specific plate group types where the primary owners and expiration dates match.				
	F-1-35	Ability for the system to abide by the following rules regarding plate registrations expiration dates: <ul style="list-style-type: none"> • No expiration date can be less than (<) five (5) months from issue date • No expiration date can be greater than (>) sixteen (16) months from issue date • Validation plate sticker decal must match the expiration year of the plate type • Foreign national registration are only valid for six (6) months from date of issuance 				
	F-1-36	Ability for the system to prevent the user from issuing duplicate plate numbers for all plate types and specific plate groups.				
	F-1-37	Ability for the system to allow the user to issue inventory (plates and decals) from only the location the user is logged into.				
	F-1-38	Ability for the system to allow any user to issue any Initial (Vanity) plate from all locations with the exception of specialty plates that can only be issued from the Commissioner's location.				
	F-1-39	Ability for the system to insure that the plate type issued matches the vehicle class type.				
	F-1-40	Ability for the system to determine what the validity of the Initial (Vanity) plate based on predetermined parameters. All Initial Plate requests shall meet the following restrictions unless approved and issued from the Commissioner's location: <ul style="list-style-type: none"> • Letters only (at least two, and "O" cannot be one of the two) • A combination of at least two letters and numbers • A combination of at least two letters and symbols • A combination of at least two letters, symbol(s), and numbers • There can be no spaces • The only symbols available are: Dash (-), Ampersand (&), and Plus (+) • No two symbols can appear consecutively • Ampersand (&) not available for motorcycle plate types • The use of the letter "H" and the number "8" (H8) together are not allowed 				
	F-1-41	Ability for the system to prevent the user from issuing a plate that is identified in the "Ill" plate table				

Use Case Name	Req Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
	F-1-42	Ability for the system to alert the user as a result of the following reasons: <ul style="list-style-type: none"> • Registration privileges suspended • Single registration suspension • National Crime Information Center (NCIC) indicator • Protested check for any owner listed on registration • Parental consent form • Salvage vehicle without a salvage decal issued • E-ZPass violation • Short slip • Financial Responsibility hardship • Unsafe motor vehicle • Walking disability placard/plate count (* See note below) • Title and registration owner mismatch • Title does not exist • Deceased individual Note: <ul style="list-style-type: none"> • Individual - Two permanent placards or one permanent placard and one regular handicapped plate assignment or one permanent placard and an unlimited number of handicapped motorcycle plates. • Corporations - Maximum count of permanent placards and handicapped plates is equal to ten (10) 				
	F-1-43	Ability for the user to add or delete additional owners when transferring a plate to another vehicle or boat not already registered by the primary owner.				
	F-1-44	Ability for the user to issue a new decal for every boat registration transfer process.				
	F-1-45	Ability for the system to calculate the appropriate expiration date for lease and survivorship transfers and allow for issuance of the correct validation sticker number, if required.				
	F-1-46	Ability for the system to create the following types of ownerships: <ul style="list-style-type: none"> • Individual • Corporate • Lease • DBA • Primary drivers 				

Use Case Name	Req Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
	F-1-47	Ability for the system to allow the user to select the following registration codes: <ul style="list-style-type: none"> • Non-resident • Foreign national • Armed forces • National Guard • Non-profit • Vista IRP (Xerox) 				
	F-1-48	Ability for the user to change the registration status code when necessary from the following list: <ul style="list-style-type: none"> • Plate release • Plate change • Refund • Sold • Transfer with a plate change • Moved • Voluntarily surrendered • Valid 				
	F-1-49	Ability for the system to automatically change the registration status code based on the transaction processed: <ul style="list-style-type: none"> • Plate release • Plate change • Refund • Sold • Transfer with a plate change • Moved • Voluntarily surrendered • Valid 				
	F-1-50	Ability for the user to enter a special plate number and special plate type associated with a specific registration <ul style="list-style-type: none"> • Use of antique plate • Legislative plate • Others as required 				
	F-1-51	Ability for the user to process a permit to operate an uninspected motor vehicle for a short term (48 hours) or long term (not greater than (>) thirty (30) days) only one (1) allowed per vehicle per valid registration period.				
	F-1-52	Ability for the user to process or replace a custom vehicle decal for a custom vehicle.				
	F-1-53	Ability for the user to process a street rod certification.				

Use Case Name	Req Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
	F-1-54	Ability for the system to provide the next sequence boat bow number when entering each boat being registered. Bow number must conform to the following criteria. <ul style="list-style-type: none"> • Must begin with the letters NH • Followed by four (4) numeric characters • Ending in one or two alpha characters • Cannot include the characters I, O, Q or "BD" together 				
	F-1-55	Ability for the system to provide a twelve (12) character New Hampshire Hull Identification Number (HIN) based on the following criteria <ul style="list-style-type: none"> • The first three characters must always be NHZ • Followed by five (5) random numeric characters • The last four characters indicate the month and year issued (0412 = April 2012) Note: This transaction must be completed at a DMV location.				
	F-1-56	All boats manufactured after 1972 must have a twelve (12) digit HIN that conforms to the federal standards.				
	F-1-57	Ability for the user to select the following boat styles when registering a boat. <ul style="list-style-type: none"> • Cruiser • Outboard • Runabout • Personal watercraft (Jet ski) • Sailboat • Row canoe • Pontoon/Houseboat 				
	F-1-58	Ability for the system to provide the following choices when the boat body style of Cruiser is selected. <ul style="list-style-type: none"> • Sink • Shower Note: Toilet indicator is defaulted to yes Note: Cannot continue with transaction unless sink, shower or both has been selected				
	F-1-59	The system shall not allow the user to register a boat without a motor unless it is a sailboat of twelve (12) or more feet in length.				
	F-1-60	Ability for the user to enter the horse power of a boat motor in decimal format.				
	F-1-61	Ability for the system to default horse power to ten (10) when motor type is electric.				

Use Case Name	Req Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
	F-1-62	Ability for the user to select lake usage from the following list of lakes. <ul style="list-style-type: none"> • Newfound • Ossipee • Squam • Sunapee • Winnepesaukee • Winnisquam • Other 				
	F-1-63	Ability for the Concord DMV users only to select the boat usage from the following list <ul style="list-style-type: none"> • Private passenger • Commercial • Rental • Municipal • No charge Note: All commercial boat registrations must go to the Marine Patrol Department except for sailboats. Note: All rental inboard/outboard and inboard motors must go to Marine Patrol Department				
	F-1-64	The system shall automatically default the principle state to NH when processing boat registrations.				
	F-1-65	The user shall have the ability to enter a seasonal address when processing a boat registration.				
	F-1-66	The ability for the system to allow the user to complete a boat registration without proof of New Hampshire residency.				
	F-1-67	Ability for the user to indicate that a boat registration has been sent through the mail.				
	F-1-68	Ability for the user to select from the following list of commercial tidal affidavits. <ul style="list-style-type: none"> • National Fisheries License • Federal Tax ID Number • New Hampshire Saltwater Fishing License • New Hampshire Commercial Lobster License • United States Coast Guard Documentation 				
	F-1-69	All boat registrations expire December 31st each year and cannot be renewed for the following year if it was not registered in the current year.				
	F-1-70	Ability for the user to select the engine type from the following list <ul style="list-style-type: none"> • Single • Twin • Triple 				

Use Case Name	Req Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
	F-1-71	Ability for the user to replace a registration and/or decal in one transaction.				
	F-1-72	Ability for the system to provide fee quotes for boat and vehicle registrations when initiated by the user.				
	F-1-73	Ability for the system to create sequential series bow numbers when requested by the user to be issued to off line boat agents.				
	F-1-74	<p>Ability for the system to comply with the following NH RSA 261:141 Paragraph H-K as detailed below.</p> <p>(h) Truck-tractors to be used in conjunction with a semi-trailer, gross weight shall include the weight of such tractors, the weight of the heaviest semi-trailer to be used therewith, and the weight of the maximum load to be carried thereby: up to 73,280 pounds \$.96 per 100 pounds gross weight, over 73,280 pounds--\$1.44 shall be charged for each 100 pounds gross weight or portion thereof in excess of 73,280 pounds.</p> <p>(i) Each additional semi-trailer used in conjunction with such truck-tractor--\$24.00.</p> <p>(j) For semi-trailers or automobile utility trailers (the weight of the trailer shall include the maximum load to be carried thereby):</p> <p>0-1000 lbs. \$ 3.00 1001-1500 lbs. 6.00 1501-3000 lbs. 12.00 3001-5000 lbs. 24.00 5001-8000 lbs. 36.00 8001-up .60 per hundred lbs. gross weight.</p> <p>(k) For each semi-trailer not registered in connection with a truck-tractor, the gross weight shall include the weight of such trailer and the weight of the maximum load to be carried thereby. The registration fee shall be \$.60 per hundred lbs. gross weight and such trailer shall not be registered for less than 10,000 lbs.</p>				
Carrier registration	F-1-75	<p>Ability for the user to select the appropriate certifications for each carrier registration from the following list:</p> <ul style="list-style-type: none"> • Common passenger • Common household • Contract passenger • Contract household 				

Use Case Name	Req Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
	F-1-76	Ability for the user to select the appropriate transaction type for each carrier registration from the following list: <ul style="list-style-type: none"> • New in-state • New out-of-state • Renew • Transfer • Plate maintenance • Corrections • Duplicate • Reprint • Replace decal • View carrier certification • View carrier registration 				
	F-1-77	Ability for the system to alert the user as a result of the following reasons: <ul style="list-style-type: none"> • No carrier certification found • Underlying registration not valid or does not exist • Suspension or underlying registration suspended • Outstanding short slips • Protested check • Carrier registration already exists • E-ZPass violations 				
	F-1-78	Ability for the system to automatically update carrier registration screen when any changes are made to the underlying registration.				
Overweight decals	F-1-79	Ability for the user to select the appropriate transaction type for each overweight certification from the following list: <ul style="list-style-type: none"> • New in-state • New out-of-state • Renew • Transfer • Plate maintenance • Corrections • Duplicate • Reprint • Replace decal • View overweight certification • View overweight registration 				
	F-1-80	Ability for the system to alert the user as a result of the following reasons: <ul style="list-style-type: none"> • Underlying registration not valid or does not exist • Suspension or underlying registration suspended • Outstanding short slips • Protested check • Overweight certification registration already exists • E-ZPass violations 				

Use Case Name	Req Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
	F-1-81	Ability for the system to automatically update overweight certification screen when any changes are made to the underlying registration.				
Boat agent batch process	F-1-82	Ability for the user to enter the agent number, agent type and batch date to then allow the additional entry of the following items. <ul style="list-style-type: none"> • Amount remitted • Payment type • Payment amount 				
	F-1-83	Ability for the user to credit or short the agent if the amount processed does not match the amount remaining.				
	F-1-84	Ability for the system to display the total number of transactions entered by the user for each batch processed.				
	F-1-85	Ability for the user to enter the appropriate issue date for each boat registration processed in the batch process.				
	F-1-86	Ability for the user to enter a boat registration that has already been entered through an on line location.				
	F-1-87	Ability for the system to only allow one user to access a single agent batch at one time.				
	F-1-88	Ability for the system to allow the user to bypass short slips or protested checks through batch processing.				
	F-1-89	Ability for the user to select the following transaction types when processing batch work. <ul style="list-style-type: none"> • New boat registration • Renew boat registration • Transfer boat registration 				
	F-1-90	Ability for the system to only allow private passenger boat registration through batch processing.				
	F-1-91	Ability for the user to reconcile the boat decal inventory and charge the appropriate fee for lost or damaged inventory and to re-enter unused returned inventory back into the system.				

Use Case Name	Req Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
	F-1-92	Ability for the user to enter a boat fee paid and the registration fee paid to an agent. Note: The system should not calculate over or short of the boat fee paid. Note: The system should calculate over or short of the registration fee paid.				
Municipal agent	F-1-93	System must have the ability to allow municipal agents to access the system utilizing an XML interface for both browser and proprietary software based municipal agents.				
	F-1-94	Ability for the municipal agent to process new, renew and transfer vehicle and boat registrations as detailed below. <ul style="list-style-type: none"> • Town portion only • Town and state portion • State portion only 				
	F-1-95	Ability for the system to calculate the fees for the town portion of the registration.				
Reports	F-1-96	Ability to generate reports based on specific date ranges entered by the user.				
	F-1-97	Ability for system to create specific repeated adhoc reports on a daily basis.				
	F-1-98	Ability to generate canned or adhoc reports as needed.				

F-1.1 Registration - Plate Type Table (Metal)

Plate Type	Plate Type Code	Maximum # of Characters
Active Duty Military	ADAF	6
Initial Active Duty Military	IADAF	6
Agricultural	AGRI	6
Ambulance	AMBU	6
Antique	ANTI	6
Initial Antique	IANTI	6
Antique Motorcycle	AMOT	5
Apportioned	APRO	6
Initial Apportioned	IAPRO	6
Construction Equipment	CONEQ	5
Commercial	COMM	6
Initial Commercial	ICOMM	6
Farm	FARM	6
Farm Tractor	TRAC	5
Former Prisoner of War	FPOW	3
Handicap	HCAP	4
Initial Handicap	IHCAP	4
Handicap Motorcycle	HMOTO	3
Initial Handicap Motorcycle	IHMOT	3
Hearse	HRSE	5
Moose	HPASS/CPASS	5
Initial Moose	ICPAS	6
Moped	MOPE	5
Motorcycle	MOTO	5
Initial Motorcycle	IMOTO	5
National Guard	NGNH	5
Initial National Guard	INGNH	5
Passenger	PASS	7
Initial Passenger	IPASS	7
Pearl Harbor	PHBR	3
Initial Pearl Harbor	IPHBR	3
Purple Heart	PURP/NPURP	4
Initial Purple Heart	INPUR	4
Purple Heart Motorcycle	PHMOT	3
Initial Purple Heart Motorcycle	IPMOT	3
School Bus	SBUS	6

Plate Type	Plate Type Code	Maximum # of Characters
Special Commercial	SCOMM	4
Initial Special Commercial	ISCOM	4
Street Rod	SROD	3
Initial Street Rod	ISROD	4
Trailer	TRAI	7
Initial Trailer	ITRAI	6
Antique Trailer	ATRAI	5
Veteran	VVETE	6
Initial Veteran	IVVET	5
Disabled Veteran	DVETE	4
Initial Disabled Veteran	IDVET	4
Veteran Motorcycle	VMOTO	4
Initial Veteran Motorcycle	IVMOT	4
Passenger State Park	SPPAS	6
Initial Passenger State Park	ISPPS	6
Moose State Park	SPCPS	5
Initial Moose State Park	ISPCP	4
Permanent Administration	PADMN	5
Permanent Agricultural	PAGRI	5
Permanent Banking	PBANK	5
Permanent Civil Defense	PCIVIL	5
Permanent DRED	PDRED	5
Permanent Education	PEDUC	5
Permanent Env Svc/Police Stnd	PENVVS	5
Permanent Fish & Game	PFISH	5
Permanent Highway	PHGWY	5
Permanent NH Hospital & Welfare	PHWEL	5
Permanent Judicial	PJUDL	5
Permanent Labor	PLABR	5
Permanent Library	PLIBR	5
Permanent Liquor	PLIQ	5
Permanent Pease Air Force	PPESE	5
Permanent	PERM	6
Permanent Miscellaneous	PMISC	5
Permanent Motorcycle	PMOTR	5
Permanent Municipal Police	MUNPD	6
Permanent Municipal Police Motorcycle	MPDMT	5
Permanent National Guard	PNATG	5

Plate Type	Plate Type Code	Maximum # of Characters
Permanent Police Stand Training	PPLOT	5
Permanent Prison	PPRIS	5
Permanent Revenue Administrator	PREVN	5
Permanent Safety/Hwy Enforcement	PSAFTY	5
Permanent Sweepstakes	PSWEP	5
Permanent State Government Trailers	PTRAL	5
Permanent University	PUNIV	5
Permanent Youth Development	PYDEV	5

F-1.2 Registration - Plate Type Table (Paper)

Plate Type	Plate Type Code
20 Day Temporary Plate	20TM1/20TM2
20 Day In transit Plate	20DAY
60 Day Passenger	60PAS
60 Day Initial Passenger	60IPS
60 Day Handicap	60HCP
60 Day Initial Handicap	60IHP
60 Day Handicap Motorcycle	60HMT
60 Day Initial Handicap Motorcycle	60IHM
60 Day Commercial	60COM
60 Day Initial Commercial	60ICM
60 Day Motorcycle	60MOT
60 Day Initial Motorcycle	60IMT
60 Day Purple Heart	60PRP
60 Day Initial Purple Heart	60INP/60IPR
60 Day Veteran	60RVT
60 Day Initial Veteran	60IRV
60 Day National Guard	60NGH
60 Day Initial National Guard	60ING
60 Day Trailer	60TRL
60 Day Moose	60HPS
60 Day Initial Moose	60ICP
60 Day Purple Heart Motorcycle	60PHM
60 Day Initial Purple Heart Motorcycle	60IPM
60 Day Passenger State Park	60SPP
60 Day Initial Passenger State Park	60ISP
60 Day Moose State Park	60SPC
60 Day Initial Moose State Park	60ISC
60 Day Active Duty Military	60ADF
60 Day Initial Active Duty Military	60IAD
60 Day Disabled Veteran	60DVT
60 Day Former POW	60FPW
60 Day Initial Disabled Veteran	60IDV
60 Day Initial Former POW	60IFP
60 Day Initial Trailer	60ITR
60 Day Initial Veteran Motorcycle	60IVM
60 Day Special Commercial	60SCM
60 Day Veteran Motorcycle	60VMO

F-2 Title Requirements

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
Choose transaction type	F-2-1	<p>Ability to display the transaction types listed below based on a user's role and allow the user to select a transaction:</p> <ul style="list-style-type: none"> • New Title Application (CTA - Certificate of Title Application) • Update CTA • Title Examiner Review • Title search • Corrections/DMV Error/No Fee • Remove a record • Reprint a Title • Duplicate Title Application • Application/Title Status Change • Salvage Title Application • Salvage Decal Issuance • Title Application Suspension Letter • Lien Holder Management • Case Numbers Assigned to a Vehicle Identification Number (VIN) • Assign Out-of-State Salvage Inspection • Assign a Junk Status to a Vehicle • Assign a Stolen Vehicle Status to a Vehicle (NCIC) • Assign a Mechanic's Lien Status to a Vehicle • Assign an Abandoned Vehicle Status to a Vehicle • Mail Return Status • Merge Lien Holders • Manage Old Titles • Reject Letters/Notices • VIN Merge • Assign a New Hampshire Issued VIN • Batch Process • Change Title Agent Batch • Assign Insurance Agent Number • No fee transaction (Surviving spouse/blind or amputee veteran/municipalities/name change) • Table administration 				
NMVTIS helpdesk functions	F-2-2	<ul style="list-style-type: none"> • NMVTIS Message Monitor • NMVTIS Problem Resolution • NMVTIS Inquiry • NMVTIS Vehicle/Title Message Responses • NMVTIS Brand/Theft Message Responses • NMVTIS Message Error • NMVTIS Vehicle History 				

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
Search an individual	F-2-3	Ability to search, retrieve and display an individual using any or combination of the following criteria: <ul style="list-style-type: none"> • Driver License identification number • Non-Driver identification card number • SSN • EID number • Status • Date of birth • Last name • First name • Middle name • Address (mailing, legal or temporary) • Out of State License identification number • Unique internal DMV identifier number • Table administration 				
Search vehicle	F-2-4	Ability to search, retrieve and display a vehicle using any or combination of the following criteria: <ul style="list-style-type: none"> • Driver License identification number • Non-Driver identification card number • SSN • EID number • Corporate identification • Corporate name • Dealer number • Dealer name • Date of birth • Last name • First name • Middle name • Address (mailing, legal or temporary) • Out of State License identification number • Unique internal DMV identifier number • Full or Partial Vehicle Identification Number • Title Number • CTA Number • Year, make, model and body style of vehicle 				
Search corporation	F-2-5	Ability to search, retrieve and display a corporation using any or combination of the following criteria: <ul style="list-style-type: none"> • Corporation identification number • EIN (Federal Tax Identification Number) • Full or partial company name • Address (mailing, legal or temporary) • Email address • Telephone number • Fax number 				

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
Add new individual	F-2-6	Ability to add new individual's personal information by capturing the following details: <ul style="list-style-type: none"> • First name • Middle name • Last name • Suffix • Date of birth • SSN • Email address • Mailing address • Legal address • Temporary address • Telephone • Sex/gender • Disabled Veteran indicator (yes/no) • FPO number • APO number • Direct marketing waiver individual (yes/no) • Information release waiver individual (yes/no) 				
	F-2-7	Ability to alert the user if an individual's record already exists in the system to avoid creation of a duplicate record.				
	F-2-8	Ability to select type of addresses from the list below: <ul style="list-style-type: none"> • Mailing address • Legal address • Temporary address • APO or FPO address 				
	F-2-9	Ability to capture the following details associated with each address type: <ul style="list-style-type: none"> • Street Address line 1 (mandatory) • Street Address line 2 (mandatory) • Street Address line 3 (optional) • City (mandatory) • State (mandatory) • Zip Code (mandatory) 				
	F-2-10	Ability to be AAMVA NMVTIS 2.3 compliant				
	F-2-11	Ability to establish time validity of an address by capturing "from date" and "to date" information. Permanent address does not require "to date" whereas temporary address requires both "from date" and "to date" information.				
	F-2-12	Ability to capture using a check box if "legal address" is same as "mailing address" then set "legal address" to "mailing address."				
	F-2-13	Ability for users with role-based access to merge identification numbers associated to an individual in the system.				

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
Add new vehicle	F-2-14	Ability to add new vehicle information by capturing the following details: <ul style="list-style-type: none"> • VIN • Manufacture year of vehicle • Model year of vehicle • Make of vehicle • Model of vehicle • Primary color • Secondary color • Fuel type (Default to G for Gasoline)(Drop down list) • Cylinders (Default to 6)(Drop down list) • Axles (Default to 2) • Gross weight • Title weight • Body style (Default to sedan)(Drop down list) • List price (optional) • Purchase date • Purchase type (new/used/demo) • Odometer (Default to miles)(Drop down list for miles or kilometers) • Brand indicator (y/n) • Title status 				
Add new corporation	F-2-15	Ability to add new Corporation by capturing the following information when not found in the system: <ul style="list-style-type: none"> • Corporation legal address • Corporation mailing address • Corporation name • Telephone number (optional) • Fax number (optional) • Name of corporation owner (optional) • Trade name (optional) • Email address (optional) • Primary contact number (optional) • Secondary contact number (optional) • Business hours of operation (optional) • Trust indicator • Lease indicator • DBA indicator 				
	F-2-16	Ability to alert the user if a corporation's record already exists in the system to avoid creation of a duplicate record.				
Check address	F-2-17	Ability to verify mailing address and legal address (includes city & zip codes) by using USPS interface (CASS).				

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
Maintain individual's personal information	F-2-18	Ability to modify and update applicant's personal information: <ul style="list-style-type: none"> • First name • Middle name • Last name • Suffix • Date of birth • SSN • Email address • Mailing address • Legal address • Temporary address • Telephone • Sex/gender • Disabled Veteran indicator (yes/no) • FPO number • APO number • Direct marketing waiver individual (yes/no) • Information release waiver individual (yes/no) 				
	F-2-19	Ability for users with role-based access to merge identification numbers associated to an individual in the system.				
Maintain a vehicle	F-2-20	Ability to modify and update a vehicle by capturing the following information: <ul style="list-style-type: none"> • Manufacture year of vehicle • Model year of vehicle • Make of vehicle • Model of vehicle • Primary color • Secondary color • Fuel type (Default to G for Gasoline)(Pull down menu) • Cylinders (Default to 6) • Axles (Default to 2) • Gross weight • Title weight • Body style (Default to sedan) • List price (optional) • Purchase date • Purchase type (new/used/demo) 				

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
Maintain a Corporation	F-2-21	Ability to modify and update a Corporation by capturing the following information: <ul style="list-style-type: none"> • Corporation legal address • Corporation mailing address • Corporation name • Telephone number (optional) • Fax number (optional) • Name of corporation owner (optional) • Trade name (optional) • Email address (optional) • Primary contact number (optional) • Secondary contact number (optional) • Business hours of operation (optional) • Trust indicator • Lease indicator • DBA indicator 				
	F-2-22	Ability for users with role-based access to merge identification numbers associated with corporations in the system.				
VIN Entry	F-2-23	Ability for the system to validate a Vehicle Identification Number (VIN) and populate vehicle information fields with the appropriate data as a result of a third party VIN reporting subscription service.				
	F-2-24	Ability for a user to enter a non-compliant VIN into the system.				
Supervisor Override	F-2-25	Ability to override the following transactions based on a user's role and permissions: <ul style="list-style-type: none"> • Corporate address change • Corporate name change • Closeout/Out of balance • Deceased • Over or short transaction • Change date of birth • Issue date batch process • State only process for dealer, lienholder and insurance company batches • Correct data incorrectly entered into the system 				
Print Document	F-2-26	Ability to print a document with the following details for an applicant: <ul style="list-style-type: none"> • Title application • Title documents • Title suspension letters • Title reject letters • Title result letters (abandoned/mechanic's lien/title searches) 				
Reports	F-2-27	Ability to generate reports based on specific dates, users and agents.				

Use Case Name	Req. Number	Requirement Description	Base Product with Config.	Custom Code	Not Capable	Comments
	F-2-28	Ability for system to create specific repeated adhoc reports on a daily basis.				
	F-2-29	Ability to generate canned or adhoc reports as needed.				

APPENDIX G: MAAP INTERFACES

G-1 MAAP Interfaces with IDMS Subsystems

The following sections describe the interfaces of the MAAP application with the IDMS subsystems. The interface descriptions assume some familiarity with the IDMS record layouts.

G-1.1 Batch Area (Financial Subsystem)

The BATCH-AREA and the FIN-MEMO-AREA in IDMS represents the parts of the financial subsystem for which the MAAP system will require to interface. Cases for which MAAP will require to interface with the financial subsystem are described below along with the approach to the interface design.

G-1.1.1 Establish CLOSEOUT key parameters for a MAAP session

1. Upon clerk 'sign-on' to the MAAP system, it is critical to determine that no open closeout from prior days or other locations exist for the clerk. If an open close out is detected, an appropriate error message would be forwarded to the MAAP system. The clerk is to be instructed to complete closeout before any new entries could be made.
2. The next closeout sequence number is provided to the MAAP system and kept for the entire MAAP/IDMS session.
3. Items #1 and #2 in this section are accomplished with a Table Procedure call to IDMS (MAAPTCL1) via a JAVA program from the MAAP system.

G-1.1.2 Transaction and Fee Processing

1. MAAP system to collect all transactions for a customer into a MAAP table known as the SHOPPING CART. Emptying of the SHOPPING CART will require the establishment of a BATCH-NBR populated by the MAAP system that will be forwarded to the IDMS financial subsystem.
2. Processing of each item that is found in the SHOPPING CART is to be done real-time to IDMS with the MAAP system calling a Table Procedure (MAAPTFT1) via a JAVA program. The following data fields will be forwarded to the Table Procedure:

S/N	Data Field	Description
1	TRANSACTION-DATE	The date when the transaction was performed. Note: In the IDMS GF40R-FIN-BATCH record this transaction date is recorded in the GF40-CLOSE-OUT-DATE.
2	LOCATION-CODE	Location code to which user has used as part of the LOGIN process.
3	USER-NBR	IDMS clerk number assigned to the MAAP LOGIN ID
4	CLOSE-OUT-SEQ-NBR	Indicates the closeout sequence number assigned to the MAAP session.
5	BATCH-NBR	A batch number that was assigned to the customer being serviced. A batch number may consist of multiple transactions

S/N	Data Field	Description
6	TXN-NBR	A unique number for each function of service provided to the customer and is found to be a part of the SHOPPING CART.
7	POS-DATE	Point of sales date that could be earlier than the transaction date (processing date).
8	BATCH-AGENT-TYPE	Required when doing agent batch work specifying the type of agent batch work being done. E.g. 'M' for Municipal Agent and 'D' for dealer.
9	BATCH-DEALER-NBR	Specifies the dealer number when doing agent batch work
10	BATCH-AGENT-LOC	Agent location code and applicable only if the transaction is done as part of agent batch work for a municipal agent.
11	NAME-KEY	ID of the customer that was serviced.
12	POINTER-RECORD-TYPE	A 2 character alphanumeric code for the type of transaction (e.g. RG for Registration, TI for Title)
13	POINTER-RECORD-KEY	An identifier such as CTA number or a Plate Type and Plate number etc. for which the fee was paid
14	FEE-AMT	Fee of a single unit e.g. a single title or single plate.
15	NET-AMT	Net fee paid e.g. if the fee for a single plate is \$2.00, net amt. for two plates will be \$4.00.
16	NBR-MONTH	Indicate the number of months, if months were used in fee calculation
17	NBR-UNITS	Indicate the number of units used, if units were used in fee calculation
18	MULTIPLES	Part of the fee calculation process for determining fee amount
19	FEE-CODE	Fee code that was used
20	FUNCTION-CODE	Function code that was used
21	FEE-CREDIT-DEBIT_IND	Credit, debit indicator. "C" indicates credit or a refund, "D" indicates debit. The business process determines if the indicator ought to be 'C' or 'D'. e.g. for a new registration the indicator will be 'D', for processing a refund the indicator will be 'C', for issuing a short slip the indicator will 'D'.
22	ADJ-REASON-CODE	A code to define why adjustments to the fee amount were required.
23	ADJ-IDMS-USER-NBR	Authorized person who did the fee adjustment
24	ADJ-AMOUNT	The amount of the fee adjustment
25	ADJ-DR-CR-IND	Indicates whether the adjustment was a debit or credit

A single transaction record may consist of multiple occurrences of FEE-AMT, NET-AMT, NBR-MONTH, NBR-UNITS, FEE-CODE, FUNCTION-CODE, FEE-CREDIT-DEBIT-IND, MULTIPLE, ADJ-REASON-CODE, ADJ-IDMS-USER-NBR, ADJ-AMOUNT and ADJ-DR-CR-IND. The multiple occurrences will occur in cases where there are multiple line items for fees to be collected (e.g. a registration

fee, a plate manufacturing fee and an initial plate fee as it could relate to a new vehicle registration).

The Table Procedure will contain all of the business logic to store and update the following IDMS database records GF35R-CLOSE-SUMM, GF40R-FIN-BATCH, GF45R-FIN-TXN, and GF46R-FEE-CALC.

G-1.1.3 Fee Settlement

Fee Settlement is to be done as part of the process of emptying the SHOPPING CART. The MAAP system will call a Table Procedure (MAAPTFS1) with the following data elements:

S/N	Data Field	Description
1	TRANSACTION-DATE	The date when the transaction was performed. Note: In the IDMS GF40R-FIN-BATCH record this transaction date is recorded in the GF40-CLOSE-OUT-DATE.
2	LOCATION-CODE	Location code to which user has used as part of the LOGIN process.
3	USER-NBR	IDMS clerk number assigned to the MAAP LOGIN ID
4	CLOSE-OUT-SEQ-NBR	Indicates the closeout sequence number assigned to the MAAP session.
5	BATCH-NBR	This batch number is the same batch number supplied during the processing of each individual transaction prior to the fee settlement process.
6	PAYMENT-TYPE-CODE	A code that indicates the type of tender used in making payment or the issuance/usage of credit memos, short slips, and refunds.
7	PAYMENT-AMT	Indicates the dollar amount collected for a particular tender type
8	PAYMENT-ID	Indicates a unique short-slip-number, credit-memo number or refund for which some form of action occurred.
9	PAYMENT-ADJ-USER-NBR	Authorized user who made a change to the payment type or payment amount via the PAYMENT ADJUSTMENT SCREEN
10	PAYMENT-ADJ-AMT	Revised amount entered by the authorized user
11	CHANGE-RETURNED	Used with cash and traveler check payment type for which cash was returned to customer
12	ORACLE-SEQ-NBR	A unique sequential number assigned during the shopping cart process and stored in a new IDMS database record when FEE SETTLEMENT has been completed by the table procedure.

The table procedure will contain all of the business logic to process the storing or update to the following IDMS database records GF35R-CLOSE-SUMM, GF36R-CLOSE-DETL, GF40R-FIN-BATCH, and GF41R-FIN-PMT.

G-1.1.4 Refunds

When a refund is issued for a particular transaction (i.e. registration and title), a new financial transaction record and a fee settlement record needs to be created and sent to

IDMS. The transaction record will be generated the same way as defined in sections 1.1.2 and 1.1.3. In addition, a refund record will also be sent to IDMS. The refund record will be created using a mainframe table procedure. MAAP will send the following data elements to the table procedure for creating the refund record:

S/N	Data Field	Description
1	REFUND-REQUEST-AMT	Amount of refund requested.
2	LAST-NAME	Last Name of the customer to whom the refund check is to be made out.
3	NAME-PREFIX	Prefix of the customer name.
4	FIRST-NAME	First Name of the customer
5	MIDDLE-INIT	Middle Initial of the Customer
6	NAME-SUFFIX	Suffix of the customer name
7	MAIL-STREET	Street address where the Refund is to be mailed
8	MAIL-CITY	City address where the Refund is to be mailed.
9	MAIL-STATE	State address where the Refund is to be mailed
10	MAIL-ZIP	Zip where the Refund is to be mailed.
11	MAIL-COUNTRY	Country where the Refund is to be mailed
12	ORIGINAL-FIN-TXN-KEY	Original Transaction number e.g. Transaction number generated when the Registration or Title was issued.
13	NAME-KEY	Name Key or Customer ID
14	REFUND-COMMENT	Reason for issuing a refund.

G-1.1.5 Performance of a Closeout to end a session

The closeout process for a clerk consist of her tallying various dollar amounts by payment type from their cash drawers to what was accumulated throughout a sign-on session to the GF36R-CLOSE-DETL IDMS database record. It must be done at end of a business day at the minimum, but it can be done multiple times throughout the day.

1. If users work on both MAAP system and other mainframe sub-systems such as driver license on the same day, location and with same closeout sequence number, they may perform a closeout using either the mainframe application or the MAAP application.
2. Clerk makes use of the MAAP application to perform closeout, the MAAP system will make a SQL query against the IDMS database records GF35R-CLOSE-SUMM and GF36R-CLOSE-DETL. This query will provide the total dollar amount for all transactions performed in IDMS as part of other subsystems (e.g. the driver license subsystem) as well as for transactions done through the MAAP application.
3. Once closeout has been complete in either of the IDMS or MAAP system, the clerk needs to exit both systems. This will allow a new sequence number to be established upon sign-on in either system.

See following graphs for data elements from the GF35R-CLOSE-SUMMARY record in IDMS in order to do the query and the data elements from the GF36R-CLOSE-

DETL IDMS database records to be retrieved and used to compare what clerk enters into the application:

GF35R-CLOSE-SUMMARY DATA ELEMENTS USED FOR INQUIRY

S/N	Data Field	Description
1	USER-NBR	ID of the user
2	CLOSE-OUT-SEQ-NBR	Sequence number of the Closeout
3	CLOSE-OUT-DATE	Date when a user performed a closeout
4	LOCATION-CODE	Location code of the user
5	TOTAL-AMT	Total dollar amount collected for the closeout

GF36R-CLOSE-DETL RETRIEVED DATA ELEMENTS

S/N	Data Field	Description
1	GF36-CLOSE-OUT-TXN-AMT	The total dollar amount for all transactions computed by IDMS by payment type
2	GF36-PAYMENT-TYPE-CODE	The type of payment used e.g. check, cash

Update to the GF35R-CLOSE-SUMM and GF36R-CLOSE-DETL IDMS database records will occur with the MAAP system calling a Table Procedure (MAAPTCL2). The following data elements will need to be forwarded:

S/N	Data Field	Description
1	CLOSE-OUT-DATE	Date when a user performed a closeout
2	LOCATION-CODE	Location code of the user
3	USER-NBR	ID of the user
4	CLOSE-OUT-SEQ-NBR	Sequence number of the Closeout
5	CLOSE-OUT-AMT	The close amount as entered by the clerk on the screen
6	PAYMENT-TYPE-CODE	The type of payment used (ex. check, cash)
7	FORCE-CLOSE-OUT-IND	Relays message if closeout was forced because of an out-of-balance situation

The table procedure will contain all of the business logic to process the storing or update to the following IDMS database records GF35R-CLOSE-SUMM, GF36R-CLOSE-DETL.

G-1.2 Fin Memo Area (Financial Subsystem)

The MAAP system will require an interface with the FIN-MEMO AREA of the financial subsystem are described below along with an approach to the interface design. The following records in IDMS will be used for the interface with the FIN-MEMO AREA:

IDMS Records

- GF56R-PR-CHK-TXN
 - GF65R-SHORT-SLIP
 - GF75R-CR-MEMO
1. A MAAP application will do an SQL query directly against the GF56R-PR-CHK-TXN IDMS database record using PR-TXN-NAME-IDX (the index) to see if a record exists for a given NAME-KEY i.e. customerID. If a record exists, a message is displayed to the clerk stating that the customer has a protested check. In which case, the clerk is not allowed to perform any DMV transactions for the customer and the customer needs to be asked to contact the business office.

The business office is contacted and can handle the situation one of two ways:

- a) Business office clerk can mark the protested check with a 'bypass' indicator thereby allowing other DMV transactions to be completed, or
 - b) Request the individual to make payment of bad check and updating the protested check database record accordingly. Regardless of the business office response, the MAAP system will repeat the SQL query against the GF56R-PR-CHK-TXN IDMS database record , retrieve the bypass indicator or status of the protested check is now closed, and allow the clerk to process the customer's transaction.
2. A MAAP application will do an SQL query directly against the GF65R-SHORT-SLIP IDMS database record using SS-NAME-IDX for a given NAME-KEY and verify what code exist for data field GF65-SHORT-SLIP-OPEN-IND. If a record exist with the GF65-SHORT-SLIP-OPEN-IND value of 'Y', the short slip number and the amount in the GF65-SHORT-SLIP-AMT is added to the SHOPPING CART to be collected from the customer. During the process of emptying the SHOPPING CART a call to Table Procedure (MAAPTRV1) will occur to update the GF65-SHORT-SLIP-OPEN-IND with a value 'N'.
 3. A MAAP application will do an SQL query directly against the GF75R-CR-MEMO IDMS database record using CR-NAME-IDX for a given NAME-KEY and verify what code exist for data field GF75-CREDIT-MEMO-OPEN-IND. If a record exist with the GF75-CREDIT-MEMO-OPEN-IND value of 'Y', the credit memo number and the amount in the GF75-CREDIT-MEMO-AMT is added to the SHOPPING CART to be applied against the amount owed to DMV from the customer. During the process of emptying the SHOPPING CART a call to Table Procedure (MAAPTRV1) will occur to update the GF75-CREDIT-MEMO-OPEN-IND with a value 'N'.
 4. Generation of a short slip or credit memo required during the process of emptying the SHOPPING CART will a call to a Table Procedure in IDMS. The table procedure will contain all of the business logic to process the storing or update to the following IDMS database records GF65R-SHORT-SLIP and GF75R-CR-MEMO.

G-1.3 Name Area

The cases in which the MAAP application will require interfaces with the NAME-AREA are described below along with the approach to the interface design. MAAP will interface with the following IDMS records in the NAME-AREA:

IDMS Records

- GA10R-NAME-KEY

- GA11R-NAME-DOB

1. All new additions and updates to the MAAP “NAMES” Table will require a call to an IDMS Table Procedure (MAAPTGA1) in order to apply the changes as close to real-time as possible to GA10R-NAME-KEY and GA11R-NAME-DOB IDMS database records.

When a new name is being added by the MAAP system, the MAAP application will use the same business logic as IDMS does for generating a new NAME-KEY (i.e. Driver’s License numbers) for the NAME-AREA.

2. The Table Procedure that is called upon by the MAAP system when names and/or addresses are being changed will also populate the same triggers that is required today for the generation of the file to be sent to the FR imaging server. Hence all name and address from MAAP will be sent to the imaging server via the IDMS Table Procedure (MAAPTGA1).
3. Changes to the GA10R-ID-MASTER and GA11R-NAME-DOB IDMS database records via an IDMS application will also need to be communicated to the MAAP system. The IDMS applications will store a special record (MA10R-NAME) to a new IDMS area known as ‘MAAP-AREA’. The MAAP system will provide a JAVA written daemon program that will look for MA10R-NAME IDMS database record whose status is other than ‘PROCESSED’ and apply it to the ORACLE database by updating the ORACLE “NAMES” Table accordingly.

The UPDATE-NAME-RECORD will have the following data elements:

S/N	Data Field	Description
1	UPDATE-CODE	Indicates the reason code for writing the record. It can be one of the following 3 values: <ol style="list-style-type: none"> 1. ADD - indicates a new record is being added to the NAME-AREA 2. UPD – indicates an existing record is being updated in the NAME-AREA 3. DEL – indicates an existing record id being deleted from the NAME-AREA MRG - Individual or corporation has two name keys which are being combined into one.
2	NAME-KEY	Value of the NAME-KEY for individual or corporation that is being updated
3	OLD-NAME-KEY	Value of the NAME-KEY for individual or corporation who is being merged
4	DATA-ELEMENT-NAME	List of the data element in the NAME-AREA record layout that is being updated
5	OLD-DATA	Old value of the data element that will be overwritten (needs to align with data element list). This field will not have any value when the update code is ADD or DEL.
6	NEW-DATA	New value of the data element that is being recorded (needs to align with data element list).
7	UPDATED-USER-NBR	The clerks (user number) who last updated the record
8	UPDATED-DATE	Date the record was updated
9	UPDATED-TIME	Time the record was updated
10	UPDATE-STATUS-CODE	A Status code that indicates if the record was processed in MAAP. It can be one of the following 2 values: <ul style="list-style-type: none"> • ‘P’ – indicates that MAAP has not processed the record and is in pending statue

S/N	Data Field	Description
		<ul style="list-style-type: none"> • 'C' – indicates that MAAP has successfully processed the record • 'I' – indicates that MAAP has detected invalid data being transmitted

4. An ORACLE table in the MAAP system will be created to keep a record of the old and new values of the merged names and addresses.
5. The same purge criterion that is applied to IDMS for purging the NAME-AREA should be applied to MAAP and vice-a versa to keep the names and addresses in synch in both systems. IDMS should not purge any name records that may be attached to a Registration or Title in MAAP. Note that the complete requirements for the purge criteria for MAAP have not been completely defined in the current scope of the logical design or the system design effort.

G-1.4 Violation Subsystem

The cases in which the violation subsystem will require an interface with MAAP are described below:

1. A new IDMS database record (MA20R-REG) needs to be created to capture and to maintain all valid plates issued or renewed within the MAAP system. This new record will maintain an indicator that would tell if a specific vehicle registration is under suspension. MAAP system will call a Table Procedure to store or delete the IDMS database record as needed. The MAAP system will also use SQL query to interrogate the value of the suspension indicator based on plate type and plate number. Finally, IDMS dialogs within the violation subsystem will set the indicator to 'Y' when the vehicle registration is under suspension or 'N' when the suspension is removed.
2. A new IDMS database record (MA15R-VEHICLE) needs to be created to capture and to maintain all vehicles within the MAAP system. This new record will maintain an indicator that would tell if a specific vehicle is under suspension. MAAP system will call a Table Procedure to store or delete the IDMS database record as needed. The MAAP system will also use SQL query to interrogate the value of the suspension indicator based on VIN and sequence number. Finally, IDMS dialogs within the violation subsystem will set the indicator to 'Y' when the vehicle is under suspension or 'N' when the suspension is removed.

The suspension flag in the Name Area (GA10R-ID-MASTER) is an indicator that all registrations pertaining to a user are suspended. The flag takes effect on the effective date of the suspension. The Name Area suspension flag does not indicate a suspension on the vehicle. An identical data element resides in the ORACLE NAMES table. This flag will be maintained with modifications within the Violations subsystem to store a new IDMS database record (MA10R-NAME) with the suspension flag indicator that will be picked up by a daemon program (JAVA) in the MAAP system and update the ORACLE database table accordingly.

G-1.5 Inventory Subsystem

The cases in which the MAAP application will require an interface with the inventory subsystem are described below along with an approach to the interface design. The following records in IDMS will be used for the Inventory interface:

IDMS Records

- GI85R-INV-SUMM
 - GI90R-INV-PACKET
 - GI91R-INV-PLATE
1. All inventory functions will be done with the MAAP system calling a Table Procedure (MAAPTIN2) for the issuance or ordering of plates and issuance of decals. Also, when necessary the return of plates or decals will also be done through the Table Procedure.
 2. The table procedure will maintain all the business logic to update the inventory records appropriately e.g. update the INV-NBR-ON-HAND in the INV-SUMMARIES, etc...
 3. If an item is issued out of sequence the packet is divided into two packets. The business logic for dividing the packets will be contained in the table procedure.

Business logic to be added for the MAAP system to allow the cancellation of inventory that was placed on order. The clerks no longer will have to phone the warehouse and have the warehouse personnel cancel the inventory order.

G-1.6 Dealer Subsystem

The MAAP system will do an SQL query against the IDMS database record directly for the dealer status when entering seller information in MAAP or during the Batch Entry of title applications. The following IDMS records will be used to retrieve dealer status from IDMS:

IDMS Records

- RG70R-DEALER

S/N	Data Field	Description
1	RG70-DEALER-NBR	Dealer number that is mapped to the NAME-KEY through the set connecting the GA10R-ID-MASTER with RG70R-DEALER
2	RG70-DEALER-STATUS-CODE	Indicates the status of the dealer.

Currently dealer numbers are sometimes changed before the title department can process the batch entry of title applications. This happens when a dealer shuts down and his number gets reassigned to some other dealer. This problem will be addressed outside of MAAP by sending the Title supervisor e-mail before a dealer number is changed or reassigned.

G-1.7 Driver License Subsystem

The MAAP system will issue an SQL query directly to the driver license subsystem for the driver license expiration date when issuing handicap placards. If no driver licensing record found, then the MAAP system will be calculating the expiration date as close to a 5-year and not to exceed the 5-year mark to the individuals birth month/day. The following IDMS records will be used:

IDMS Records

- DL10R-DR-LIC
- DL11R-DR-TYPE

The expiration date will be queried using the following data elements:

S/N	Data Field	Description
1	DL10-DR-LIC-NBR	The driver license number

S/N	Data Field	Description
2	DL11-DL-TYPE-CODE	Indicates the type of driver license ID. For example 'RG' for regular, 'ND' for non-driver license ID.
3	DL11-DL-TYPE-EXPIRE-DATE	The expiration date of the driver license

G-1.8 Dealer Subsystem

A control area table in MAAP will be created similar to the GS50R-NBR-CTRL record in IDMS for generating Title numbers and CTA numbers in MAAP. The table will have the following data elements:

S/N	Data Field	Description
1	GS50-SUBSYSTEM-CATEGORY	A subsystem category code assigned by the mainframe applications
2	GS50-SUBSYSTEMID	A subsystem ID e.g. TI for Titles and GF for general finance
3	GS50-CTRL-YEAR	Year assigned by the mainframe applications based on the subsystem querying this record.
4	GS50-NEXT-SEQUENTIAL-NBR	Number available to be used. After the application uses the number, this number is incremented by 1.

However, a table procedure will use the IDMS Control Area to generate numbers for short slips, credit memos and refunds.

G-2 MAAP Financial Interface Records

Table Name	Field Name	Field Type	Pos	Field Description
GF35R-CLOSE-SUMM	Financial Close Summary - Contains financial summary close out info for the Business Office. It includes the total dollar amount of all transactions made by a user. 1 record per day by location and user.			
	LENGTH: 72 AREA: BATCH-AREA			
	GF35-CLOSE-SUMM-KEY		1	GROUP LEVEL: SUB ELEMENTS are GF35-CLOSE-OUT-DATE, GF35-LOCATION-CODE, GF35-USER-NBR, AND GF35-CLOSE-OUT-SEQ-NBR
	GF35-CLOSE-OUT-DATE	S9(5) COMP-3	1	Date in Julian format (year and day of year) a transaction took place
	GF35-LOCATION-CODE	9(4)	4	Identifies the state office and motor vehicle division performing a transaction for the state
	GF35-USER-NBR	9(4)	8	Identifies the clerk responsible for completing the state transaction
	GF35-CLOSE-OUT-SEQ-NBR	9(2)	12	A sequential number assigned beginning the day with '01' and incrementing by '1' whenever a clerk balances her cash drawer to the transactions completed to a specific time of day.
	GF35-CLOSE-OUT-CLOSED-IND	X(1)	14	Flag set after clerk verifies cash, checks, and revenue memos in drawer against what system claims was processed for this clerk, location, and date.
	GF35-CLOSE-OUT-RECONCILED-IND	X(1)	15	Flag which indicates whether the amount collected of all transactions matches what the system calculated as fees due DOS for all these transactions.
	GF35-CLOSE-OUT-LOCATION-TYPE	X(2)	16	Identifies the location as a substation, agent, etc.
	GF35-CLOSE-OUT-NEXT-BATCH-NBR	9(6)	18	The next available batch number to be used for this specific closeout which is being sequentially assigned.
	GF35-CLOSE-OUT-OPEN-BATCH-NBR	9(6)	24	The current batch number to which the clerk is associating transactions for a single customer.
	GF35-CLOSE-OUT-TOTAL-AMT	S9(9)V99 COMP-3	30	Total amount of fees collected for all transaction for a specific clerk number, location, and date.
	GF35-CLOSE-OUT-TOTAL-TXN-AMT	S9(9)V99 COMP-3	36	Total amount of fee for a particular transaction which was provided by a specific clerk, location, and date.

Table Name	Field Name	Field Type	Pos	Field Description
	GF35-CLOSE-OUT-OVER-SHORT-TOT	S9(9)V99 COMP-3	42	The total amount of overage and/or shortage between the fees due DOS for all transactions transpired by clerk at a specific location and date vs. what monies, checks, or revenue memos clerk has in cash drawer.
	GF35-CLOSE-OUT-OVR-SHORT-ACCT	9(4)	48	Account number to which overage/shortage is to be assigned.
	GF35-CLS-OUT-TOT-TXN-ADJ-AMT	S9(9)V99 COMP-3	52	The total amount of adjustment applied to closeout to rectify difference between cash drawer amount and what system has as being due to DOS.
	GF35-CLS-OUT-TOTAL-TXN-CTR	S9(5) COMP-3	58	Sequential count of all transactions associated to a specific clerk, location, date, and close out sequence.
	GF35-FILLER-12	X(12)	61	Blank field reserved for future use.
GF36R-CLOSE-DETL	Financial Close Detail - Contains financial detail info for each summary (GF35R) record including the payment type, total dollar amount and total number of transactions in the batch.			
	LENGTH: 48 AREA: BATCH-AREA			
	GF36-PAYMENT-TYPE-CODE	X(1)	1	A code identifying the medium used for payment such as cash, check, credit memo, etc.
	GF36-CLOSE-OUT-ADJUST-DATE	S9(5) COMP-3	2	The last date in Julian format (yyddd) as to when an adjustment was made to this payment type
	GF36-CLOSE-OUT-ADJUST-TIME	9(4)	5	The last time of day the adjustment was made to this payment type.
	GF36-CLOSE-OUT-ADJ-USER-NBR	9(4)	9	The last person's clerk number who actually performed the adjustment to this payment type.
	GF36-CLOSE-OUT-ADJUSTED-AMT	S9(9)V99 COMP-3	13	The adjusted amount for a particular payment type.
	GF36-CLOSE-OUT-ADJUSTED-CTR	S9(5) COMP-3	19	Sequential count as to the number of times this particular payment type has been adjusted.
	GF36-CLOSE-OUT-AMT	S9(9)V99 COMP-3	22	Total fee amount collected as this payment type by this specific clerk, location, and date.
	GF36-CLOSE-OUT-AMT-CTR	S9(5) COMP-3	28	Not currently being used.
	GF36-CLOSE-OUT-TXN-AMT	S9(9)V99 COMP-3	31	The total amount collected for the particular payment type by clerk, location, and date specified.
	GF36-CLOSE-OUT-TXN-CTR	S9(5) COMP-3	37	Sequential count of all transactions associated to this payment type for clerk, location, and date.
	GF36-FILLER-9	X(9)	40	Blank field reserved for future use.

Table Name	Field Name	Field Type	Pos	Field Description
GF40R-FIN-BATCH	Financial Batch - Contains financial info for each transaction in the batch including the dollar amount of the transaction, the user number, and the driver license number.			
	LENGTH: 72 AREA: BATCH-AREA			
	GF40-FIN-BATCH-KEY		1	GROUP LEVEL: SUB ELEMENTS are GF40-CLOSE-OUT-DATE, GF40-LOCATION-CODE, GF40-USER-NBR, GF40-CLOSE-OUT-SEQ-NBR, GF40-FIN-BATCH-NBR
	GF40-CLOSE-OUT-DATE	S9(5) COMP-3	1	Date in Julian format (year and day of year) a transaction took place
	GF40-LOCATION-CODE	9(4)	4	Identifies the state office and motor vehicle division performing a transaction for the state
	GF40-USER-NBR	9(4)	8	Identifies the clerk responsible for completing the state transaction
	GF40-CLOSE-OUT-SEQ-NBR	9(2)	12	A sequential number assigned beginning the day with '01' and incrementing by '1' whenever a clerk balances her cash drawer to the transactions completed to a specific time of day.
	GF40-FIN-BATCH-NBR	9(6)	14	A sequential number assigned beginning with '01' for closeout date, location, clerk, and closeout sequence. Incrementing by '1' after clerk performs fee settlement which records payment following all transactions for a customer.
	GF40-FIN-BATCH-DATE	S9(5) COMP-3	20	The date in Julian format as to when the batch record was created.
	GF40-FIN-BATCH-TIME	9(4)	23	The time in hr:min as to when the batch record was created.
	GF40-FIN-BATCH-TOTAL-DUE	S9(7)V99 COMP-3	27	The total amount of fees to be collected for all transactions associated to this particular batch record.
	GF40-FIN-BATCH-TOTAL-PAYMENT	S9(7)V99 COMP-3	32	The total amount of fees collected for all associated transactions to this particular batch record.
	GF40-FIN-BATCH-CHANGE-PAID	S9(7)V99 COMP-3	37	Cash amount given to customer for over payment of fees due to DOS.
	GF40-FIN-BATCH-TXN-CTR	S9(5) COMP-3	42	Sequentially incremented number beginning each batch with '01' for transactions associated to batch record.
	GF40-FIN-BATCH-AGENT-TYPE	X(1)	45	Identifies type of agent such as municipal, inspection stations, boat, vehicle, junk, etc.
	GF40-FIN-BATCH-DEALER-NBR	9(5)	46	The number which was assigned to a dealership and who completed a state function requiring collection of fees on behalf of the DOS.

Table Name	Field Name	Field Type	Pos	Field Description
	GF40-FIN-BATCH-AGENT-LOC	9(4)	51	Unique number which differentiates one agent's transactions against another agent.
	GF40-NAME-KEY	X(10)	55	A unique set of numbers and letters that is used throughout the NHDOS information system to identify records for an individual or corporation who completed a transaction with the DOS.
	GF40-FILLER-8	X(8)	65	Blank field reserved for future use.
GF41R-FIN-PMT	Financial Payment - Contains financial info for each financial batch (GF40R) record in the batch including the dollar amount paid and the payment type.			
	LENGTH: 40 AREA: BATCH-AREA			
	GF41-FIN-PAYMENT-AMT	S9(7)V99 COMP-3	1	The fees collected from completion of a transaction.
	GF41-FIN-PAYMENT-ID	9(8)	6	Carries the short slip, refund, or credit memo number
	GF41-FIN-PAYMENT-ADJUST-DATE	S9(5) COMP-3	14	Date in Julian format (YYDDD) as to when the payment amount or type was changed.
	GF41-FIN-PAYMENT-ADJUST-TIME	9(4)	17	The time of day (hr:min) that an adjustment to the original entered amount or type occurred.
	GF41-FIN-PAYMENT-ADJ-USER-NBR	9(4)	21	Identifies the last clerk who made the adjustment.
	GF41-FIN-PAYMENT-ADJUSTED-AMT	S9(7)V99 COMP-3	25	Identifies the total amount of the adjustment
	GF41-FIN-PAYMENT-ADJUSTED-CTR	S9(3) COMP-3	30	A counter to identify the amount of times this payment has been adjusted
	GF41-PAYMENT-TYPE-CODE	X(1)	32	A code to indicate the form of payment received such as cash, check, credit card, credit memo, etc.
	GF41-FILLER-8	X(8)	33	Blank field reserved for future use.
GF45R-FIN-TXN	Financial Batch Transaction - Contains financial info for each financial batch (GF40R) record in the batch including the dollar amount paid and the license number.			
	LENGTH: 64 AREA: BATCH-AREA			
	GF45-FIN-TXN-NBR	9(4)	1	A sequential number assigned to the record for a particular close out date, user, location, batch and sequence number of the closeout.
	GF45-FIN-TXN-AGENT-COLL-AMT	S9(7)V99 COMP-3	5	Field initialize to zeroes, not being used
	GF45-FIN-TXN-ADJUST-TYPE	X(1)	10	Field initialize to spaces, not being used
	GF45-FIN-TXN-TOT-ADJUST-AMT	S9(7)V99 COMP-3	11	Adjusted amount because of an erroneous calculation of the fee amount for this particular transaction.

Table Name	Field Name	Field Type	Pos	Field Description
	GF45-FIN-TXN-TOT-CREDIT-AMT	S9(7)V99 COMP-3	16	Total fee amount calculated which needs to be removed as DOS revenue.
	GF45-FIN-TXN-TOT-DEBIT-AMT	S9(7)V99 COMP-3	21	Total fee amount calculated which is due to DOS as revenue.
	GF45-FIN-POINTER-RECORD-TYPE	X(2)	26	Two character identification as to which division/department completing the transaction
	GF45-FIN-POINTER-RECORD-KEY	X(13)	28	Information provided by a subsystem which connects the transaction to a particular subsystem such as plate number, license number, bow number, violation reference number, etc.
	GF45-NAME-KEY	X(10)	41	A unique set of numbers and letters that is used throughout the NHDOS information system to identify records for an individual or corporation receiving the services from DOS.
	GF45-FIN-TXN-DATE	S9(8) COMP-3	51	Date (CCYYMMDD) as to when the transaction took place.
	GF45-FILLER-9	X(9)	56	Blank field reserved for future use.
GF46R-FEE-CALC	Financial Fee Calculation - Contains financial info for each financial transaction (GF45R) record in the batch including the dollar amount paid, the fee code, and the function code.			
	LENGTH: 56 AREA: BATCH-AREA			
	GF46-FEE-CALC-ADJ-REASON-CODE	S9(3) COMP-3	1	A specific code which identifies why an adjustment of the fee was necessary.
	GF46-FEE-CALC-ADJUST-USER-NBR	9(4)	3	Identifies the clerk who adjusted to fee amount calculated by the system.
	GF46-FEE-CALC-ADJUSTMENT-AMT	S9(7)V99 COMP-3	7	The amount by which a standard calculated fee has been varied for this particular transaction
	GF46-FEE-CALC-DEBIT-CREDIT-IND	X(1)	12	A code 'D' for debit or 'C' for credit (identifies amount calculated as '+' or '-')
	GF46-FEE-CALC-AMT	S9(7)V99 COMP-3	13	System calculated value for a particular transaction
	GF46-FEE-CALC-NET-AMT	S9(7)V99 COMP-3	18	Difference between the calc-amt and the adjusted amount
	GF46-FEE-CALC-NBR-MONTHS	S9(3) COMP-3	23	A field kept for historical purposes to be used by the auditors, used as part of the fee calculation process for this transaction, as defined by state statutes.
	GF46-FEE-CALC-NBR-UNITS	S9(3) COMP-3	25	A field kept for historical purposes to be used by the auditors, used as part of the fee calculation process for this transaction, as defined by state statutes.

Table Name	Field Name	Field Type	Pos	Field Description
	GF46-FEE-CALC-MULTIPLE	S9(2)V999 COMP-3	27	A field kept for historical purposes to be used by the auditors, used as part of the fee calculation process for this transaction, as defined by state statutes.
	GF46-FEE-CODE	9(4)	30	A unique number assigned to identify the value to be collected for services being rendered by the DOS.
	GF46-FUNCTION-CODE	X(8)	34	An IDD program name or unique code used to identify the type of transaction taking place.
	GF46-FILLER-15	X(15)	42	Blank field reserved for future use.
GF56R-PR-CHK-TXN	Protested Check Transaction - A check that was returned unpaid to us by the bank. Basically a bounced check. LENGTH: 96 AREA: FIN-MEMO-AREA			
	GF56-FR-REFERENCE-ID		1	GROUP LEVEL: SUB ELEMENTS are GF56-FR-REF-TYPE-CODE, GF56-FR-REF-COURT-ID-ACC-UNIT and GF56-FR-REFERENCE-NBR
	GF56-FR-REF-TYPE-CODE	X(1)	1	Code denoting the origin of the action and is automatically generated as a S=Standalone Suspension
	GF56-FR-REF-COURT-ID-ACC-UNIT	X(2)	2	Code that denotes what court the originating action took place in. See table VICOURT. Note - a code of "00" means that the action originated at NHDOS.
	GF56-FR-REFERENCE-NBR	9(8)	4	The next numerical sequence number to be assigned to a standalone suspension from the database record GS50R-NBR-CTRL.
	GF56-NAME-KEY	X(10)	12	The NH assigned name-key created from the last-name, first-name, and dob fields in the GA11R-NAME-DOB record for an individual, and made from the GA11-CORPORATE-NAME field for a corporation. This key should also match the element GA10-NAME-KEY.
	GF56-VI12-PRIVILEGE-CODE	X(1)	22	Privilege that the action taken relates to. L=License R=Registration
	GF56-VI12-EFFECTIVE-DATE	9(8) COMP-3	23	Gregorian date (ccyymmdd) which is calculated 30-days from date protested check entered on system as to when the suspension is to take effect.
	GF56-VI12-RESTORE-REQUIRE-CODE	X(2)	28	Requirement that must be met before the privilege can be restored. See table VISDISP
	GF56-TXN-DESCRIPTION	X(15)	30	Description as found in the 'FINTXN' Table based on the GF45-FIN-POINTER-RECORD-TYPE code from the original transaction paid by check.

Table Name	Field Name	Field Type	Pos	Field Description
	GF56-TRANS-AMT	S9(7)V99 COMP-3	45	The dollar amount paid by individual for services received by the state.
	GF56-BALANCE-DUE	S9(9)V99 COMP-3	50	The dollar amount remaining to be paid by individual for services received by the state.
	GF56-OVERRIDE-REASON-CODE	X(2)	56	Code provided by the Business Office to allow individual to complete business with the state while check is in dispute. See table "PCOVERDE" for valid override codes.
	GF56-FIN-TXN-NBR	9(4)	58	This is the transaction number assigned to the original transaction applicable for which a check was written and being returned by the bank.
	GF56-LAST-UPDATED-ACTIVITY		62	GROUP LEVEL: Sub elements are GF56-LAST-UPDATED-USER-NBR, GF56-LAST-UPDATED-CODE, AND GF56-LAST-UPDATED-ACTY-DATE
	GF56-LAST-UPDATED-USER-NBR	9(4)	62	Last user number recorded that updated this database record.
	GF56-LAST-UPDATED-CODE	X(4)	66	Last recorded software code that updated this record.
	GF56-LAST-UPDATED-ACTY-DATE	9(8) COMP-3	70	Last date (ccyymmdd) as to when data on this record changed.
	GF56-REG-PLATE-TYPE	X(5)	75	Registration plate type of the original transaction for which the individual received state services and wrote a check.
	GF56-REG-PLATE-NBR	X(8)	80	Vehicle registration plate number of the original transaction for which the individual received state services and paid by check.
	GF56-FILLER-9	X(9)	88	Blank field reserved for future use.
GF65R-SHORT-SLIP	Short Slip Transaction - When an underpayment is made to us, which creates a Short Slip which puts a hold on anything done by the person until paid.			
	LENGTH: 192 AREA: FIN-MEMO-AREA			
	GF65-SHORT-SLIP-NBR	9(8)	1	Consist of the next eight digit sequential number from GS50R-NBR-CNTRL database record.
	GF65-SHORT-SLIP-AMT	S9(7)V99 COMP-3	9	The calculated difference when the amount due DOS is greater than the amount actually received from the individual for a particular transaction.
	GF65-MAIL-ADDRESS		14	GROUP LEVEL: SUB ELEMENTS are GA10-MAIL-STREET, GA10-MAIL-CITY, GA10-MAIL-STATE, GA10-MAIL-ZIP and GA10-MAIL-COUNTRY.

Table Name	Field Name	Field Type	Pos	Field Description
	GF65-MAIL-STREET	X(23)	14	The street address or post office box where the individual or corporation receives delivery of mail from the U.S. Postal service.
	GF65-MAIL-CITY	X(17)	37	The city where the individual or corporation receives delivery of mail from the U.S. Postal service.
	GF65-MAIL-STATE	X(2)	54	The state where the individual or corporation receives delivery of mail from the U.S. Postal service. See table STATE.
	GF65-MAIL-ZIP	X(9)	56	The U.S. Postal zip code of the mail city.
	GF65-MAIL-COUNTRY	X(2)	65	The country where the individual or corporation receives delivery of mail from the U.S. Postal service. See table COUNTRY.
	GF65-INDIVIDUAL-NAME		67	GROUP LEVEL: SUB ELEMENTS are GF65-LAST-NAME, GF65-NAME-PREFIX, GF65-FIRST-NAME, GF65-MIDDLE-INIT and GF65-NAME-SUFFIX
	GF65-LAST-NAME	X(21)	67	Last name of an individual to whom short slip was issued
	GF65-NAME-PREFIX	X(3)	88	As of 2/28/00, name prefixes are not entered on the NHDOS system.
	GF65-FIRST-NAME		91	GROUP LEVEL: SUB ELEMENTS are GA11-FIRST-NAME-1-3 and GA11-FIRST-NAME-4-14
	GF65-FIRST-NAME-1-3	X(3)	91	First three characters of the individual's first name. This field is used when a name browse is done using last-name and first-name.
	GF65-FIRST-NAME-4-14	X(11)	94	Remaining characters of the individual's first name.
	GF65-MIDDLE-INIT	X(1)	105	Middle initial for an individual.
	GF65-NAME-SUFFIX	X(3)	106	Name suffix for an individual. See table DLSUFFIX for acceptable values.
	GF65-SHORT-SLIP-OPEN-IND	X(1)	109	If code 'y' individual still owes money to DOS, otherwise a code of 'n' individual cleared revenue memo with DOS.
	GF65-NAME-KEY	X(10)	110	A unique set of numbers and letters that is used throughout the NHDOS information system to identify records for an individual or corporation who owes DOS money for a particular transaction.
	GF65-OVERRIDE-USER-NBR	9(4)	120	The clerk number who makes decision to allow user to complete another transaction with DOS prior to paying what he already owes DOS.

Table Name	Field Name	Field Type	Pos	Field Description
	GF65-REASON-CODE	X(4)	124	Per table 'SSOVREAS' which is a list of conditions which allows further transactions with DOS even though individual owes DOS money.
	GF65-FIN-BATCH-KEY		128	GROUP LEVEL:SUB ELEMENTS are GF65-CLOSE-OUT-DATE, GF65-LOCATION-CODE, GF65-USER-NBR, GF65-CLOSE-OUT-SEQ-NBR, AND GF65-FIN-BATCH-NBR.
	GF65-CLOSE-OUT-DATE	S9(5) COMP-3	128	Date in Julian format (year and day of year) a transaction took place
	GF65-LOCATION-CODE	9(4)	131	Identifies the state office and motor vehicle division performing a transaction for the state
	GF65-USER-NBR	9(4)	135	Identifies the clerk responsible for completing the state transaction
	GF65-CLOSE-OUT-SEQ-NBR	9(2)	139	A sequential number assigned beginning the day with '01' and incrementing by '1' whenever a clerk balances her cash drawer to the transactions completed to a specific time of day.
	GF65-FIN-BATCH-NBR	9(6)	141	The sequential number assigned to the transaction for which a short slip is required.
	GF65-FIN-TXN-NBR	9(4)	147	The sequential number assigned to the transaction for cutting a short slip.
	GF65-SHORT-SLIP-COMMENT	X(20)	151	Area for clerk to identify reason for short slip as an audit trail.
	GF65-FILLER-22	X(22)	171	Blank field reserved for future use.
GF75R-CR-MEMO	Credit Memo Transaction - When an overpayment is made to us we can either refund the customer via a check or create a credit memo, which is basically money on account on our system.			
	LENGTH: 216 AREA: FIN-MEMO-AREA			
	GF75-CREDIT-MEMO-NBR	9(8)	1	Consist of the next eight digit sequential number from GS50R-NBR-CNTRL database record.
	GF75-CREDIT-MEMO-AMT	S9(9)V99 COMP-3	9	The calculated difference when the amount due DOS is greater than the amount actually received from the individual for a particular transaction.
	GF75-CREDIT-MEMO-OPEN-IND	X(1)	15	If code 'y' individual still owes money to DOS, otherwise a code of 'n' individual cleared revenue memo with DOS.
	GF75-INDIVIDUAL-NAME		16	GROUP LEVEL: SUB ELEMENTS are GF65-LAST-NAME, GF65-NAME-PREFIX, GF65-FIRST-NAME, GF65-MIDDLE-INIT and GF65-NAME-SUFFIX

Table Name	Field Name	Field Type	Pos	Field Description
	GF75-LAST-NAME	X(21)	16	Last name of an individual to whom short slip was issued
	GF75-NAME-PREFIX	X(3)	37	As of 2/28/00, name prefixes are not entered on the NHDOS system.
	GF75-FIRST-NAME		40	GROUP LEVEL: SUB ELEMENTS are GA11-FIRST-NAME-1-3 and GA11-FIRST-NAME-4-14
	GF75-FIRST-NAME-1-3	X(3)	40	First three characters of the individual's first name. This field is used when a name browse is done using last-name and first-name.
	GF75-FIRST-NAME-4-14	X(11)	43	Remaining characters of the individual's first name.
	GF75-MIDDLE-INIT	X(1)	54	Middle initial for an individual.
	GF75-NAME-SUFFIX	X(3)	55	Name suffix for an individual. See table DLSUFFIX for acceptable values.
	GF75-MAIL-ADDRESS		58	GROUP LEVEL: SUB ELEMENTS are GA10-MAIL-STREET, GA10-MAIL-CITY, GA10-MAIL-STATE, GA10-MAIL-ZIP and GA10-MAIL-COUNTRY.
	GF75-MAIL-STREET	X(23)	58	The street address or post office box where the individual or corporation receives delivery of mail from the U.S. Postal service.
	GF75-MAIL-CITY	X(17)	81	The city where the individual or corporation receives delivery of mail from the U.S. Postal service.
	GF75-MAIL-STATE	X(2)	98	The state where the individual or corporation receives delivery of mail from the U.S. Postal service. See table STATE.
	GF75-MAIL-ZIP	X(9)	100	The U.S. Postal zip code of the mail city.
	GF75-MAIL-COUNTRY	X(2)	109	The country where the individual or corporation receives delivery of mail from the U.S. Postal service. See table COUNTRY.
	GF75-CREDIT-MEMO-REASON-CODE	X(4)	111	Not currently being used
	GF75-ORIGINAL-FIN-TXN-KEY	X(26)	115	Consist of the close out key and transaction number for which a credit memo is necessary.
	GF75-NAME-KEY	X(10)	141	A unique set of numbers and letters that is used throughout the NHDOS information system to identify records for an individual or corporation who owes DOS money for a particular transaction.

Table Name	Field Name	Field Type	Pos	Field Description
	GF75-FIN-BATCH-KEY		151	GROUP LEVEL:SUB ELEMENTS are GF65-CLOSE-OUT-DATE, GF65-LOCATION-CODE, GF65-USER-NBR, GF65-CLOSE-OUT-SEQ-NBR, AND GF65-FIN-BATCH-NBR.
	GF75-CLOSE-OUT-DATE	S9(5) COMP-3	151	Date in Julian format (year and day of year) a transaction took place
	GF75-LOCATION-CODE	9(4)	154	Identifies the state office and motor vehicle division performing a transaction for the state
	GF75-USER-NBR	9(4)	158	Identifies the clerk responsible for completing the state transaction
	GF75-CLOSE-OUT-SEQ-NBR	9(2)	162	A sequential number assigned beginning the day with '01' and incrementing by '1' whenever a clerk balances her cash drawer to the transactions completed to a specific time of day.
	GF75-FIN-BATCH-NBR	9(6)	164	The sequential number assigned to the transaction for which a short slip is required.
	GF75-FIN-TXN-NBR	9(4)	170	The sequential number assigned to the transaction for cutting a short slip.
	GF75-CREDIT-MEMO-COMMENT	X(20)	174	Area for clerk to identify reason for credit memo as an audit trail.
	GF75-FILLER-23	X(23)	194	Blank field reserved for future use.

G-3 MAAP/IDMS Interface Records

Table Name	Field Name	Field Type	Pos	Field Description
DL10R-DR-LIC	Driver License Record detailing general driver license information (1 record per person)			
	LENGTH: 124 AREA:DR-LIC-AREA			
	DL10-DR-LIC-NBR	X(10)	1	The NH assigned driver license number created from the last-name, first-name, and dob fields in the GA11R-NAME-DOB record. This key should also match the element GA10-NAME-KEY.
	DL10-DR-LIC-RESTRICTION-CODES	X(12)	11	Code(s) that denote restrictions placed on the driver license. See table DLRSTRCT.
	DL10-DRIVER-HAIR-CODE	X(1)	23	Code that denotes the color of an individual's hair. See table HAIR.
	DL10-DRIVER-EYE-COLOR-CODE	X(1)	24	Code that denotes the color of an individual's eyes. See table EYES.
	DL10-DRIVER-HEIGHT		25	GROUP LEVEL: SUB ELEMENTS are DL10-DRIVER-HEIGHT-FEET and DL10-DRIVER-HEIGHT-INCHES
	DL10-DRIVER-HEIGHT-FEET	9(1)	25	Physical height of the individual. This field holds the number of feet portion.
	DL10-DRIVER-HEIGHT-INCHES	9(2)	26	Physical height of the individual. This field holds the number of inches portion.
	DL10-DRIVER-WEIGHT	9(3)	28	Physical weight in pounds of the individual.
	DL10-NON-NH-DR-LIC-DATA		31	GROUP LEVEL: SUB ELEMENTS are DL10-NON-NH-TO-STATE-CODE and DL10-NON-NH-TO-LIC-NBR
	DL10-NON-NH-TO-STATE-CODE	X(2)	31	The U.S. Postal code of the state the individual has moved to and obtained a new license. See table STATE.
	DL10-NON-NH-TO-LIC-NBR	X(25)	33	License number from the state the individual has moved to and obtained a new license.
	DL10-DR-LIC-INACTIVE-CODE	X(1)	58	Code denoting why the license is in an inactive state and no longer valid. G=Gave up driving M=Moved out of state r=Medical S=Surrendered X=Medical
	DL10-DR-LIC-INACTIVE-DATE	S9(8) COMP-3	59	Date the driver license became inactive (ccyymmdd).
	DL10-TEMPORARY-LIC-IND	X(1)	64	Code that denotes whether the license issued is considered to be temporary. Temp licenses are issued to someone moving in from out-of-state until their full history can be obtained. Y=Temp N=No longer a temp Space=No temp issued
	DL10-ALS-TEMP-ISSUE-DATE	S9(8) COMP-3	65	Date the ALS temporary license is issued which is the date of the arrest (ccyymmdd).

Table Name	Field Name	Field Type	Pos	Field Description
	DL10-ALS-TEMP-EXPIRE-DATE	S9(8) COMP-3	70	Date the ALS temporary license expires which is 30 days from the date of arrest (ccyymmdd).
	DL10-IMAGE-SAVED-DATE	S9(8) COMP-3	75	Date the individual's image (picture) is stored on the NHDOS database (ccyymmdd).
	DL10-MAG-STRIFE-ENCODED-DATE	S9(8) COMP-3	80	Date that the magnetic stripe is put on the back of the license (ccyymmdd).
	DL10-IMAGING-TRANS-CODE	X(2)	85	Code that denotes to the imaging workstation what type of card is to be printed. 01=License 07=School bus certificate 08=Non-driver id 09=Press card 10=Golden age card
	DL10-PRINT-SSN-IND	X(1)	87	Code that denotes as to whether the SSN is to be printed on the license or not. ***NOTE** currently no SSN is being printed. Y=Okay to print N=Do not print
	DL10-IMAGE-WAIVER-DATE	9(8)	88	Date that means as of this date, do not store the image (picture) on the NHDOS database (ccyymmdd).
	DL10-ORGAN-DONOR-DATE	9(8)	93	Date that means as of this date the individual has been designated as an organ donor and a heart is printed on the driver license (ccyymmdd).
	DL10-HANDICAP-WAIVER-DATE	9(8)	98	Date that means as of this date the individual has opted out of having the handicap insignia printed on the driver license (ccyymmdd) ***NOTE*** Not currently being used.
	DL10-LAST-UPDATED-ACTIVITY		103	GROUP LEVEL: SUB ELEMENTS are DL10-LAST-UPDATED-USER-NBR, DL10-LAST-UPDATED-CODE, and DL10-LAST-UPDATED-ACTY-DATE
	DL10-LAST-UPDATED-USER-NBR	9(4)	103	Last user number recorded that updated this record.
	DL10-LAST-UPDATED-CODE	X(4)	107	Last recorded software code that updated this record.
	DL10-LAST-UPDATED-ACTY-DATE	9(8)	111	Last date recorded that this record was updated (ccyymmdd).
	DL10-OVERRIDE-IND	X(1)	116	Option used by authorized individual at Concord location when TSA information is not provided at time of issuance of CDL with hazmat endorsement. Allows update of driver record, override value stored as "T". On issuance, T changes to H, denoting hazmat endorsement.

Table Name	Field Name	Field Type	Pos	Field Description
	DL10-DRIVER-ED-INSTRUCTOR-IND	X(1)	117	Used to report on suspended driver education inspectors. 'Y' = suspended, 'N' = no longer suspended, space = never suspended.
	DL10-DL-TSA-HME-DETERMINATION	X(1)	118	A code indicating if a driver should be issued a HAZMAT Endorsement, as determined by the TSA adjudication process. Valid values: 0 No security threat, issue/renew/transfer HME 1 Final determination of security threat, do not issue/renew/transfer HME. 2 Immediate revocation of HME.
	DL10-DL-HME-EXP-DATE	S9(8) COMP-3	119	The date the Hazardous Material endorsement(s) on a drivers license expire. Format is ccyyymmdd.
	DL10-FILLER-1	X(1)	124	Blank field available for future usage.
DL11R-DL-TYPE	Driver License Type Record containing the type of driver license (Person can have 1 or more types)			
	LENGTH: 84 AREA:DR-LIC-AREA			
	DL11-DL-TYPE-CODE	X(2)	1	Code that denotes the type of license issued (i.e. regular license, non-driver id, press card, golden age card). See table LICTYPE.
	DL11-DL-TYPE-EXPIRE-DATE	S9(8) COMP-3	3	Date the license expires and is no longer valid (ccyyymmdd).
	DL11-DL-TYPE-ISSUED-DATE	S9(8) COMP-3	8	Date this license was issued (ccyyymmdd).
	DL11-DL-TYPE-CHANGE-LBL-DATE	S9(8) COMP-3	13	Date that a label was produced for the back of the license if the individual's name or address information has changed (ccyyymmdd). ***NOTE*** Labels are no longer produced.
	DL11-DL-TYPE-DUPLICATE-DATE	S9(8) COMP-3	18	Date a duplicate license was issued (ccyyymmdd).
	DL11-DL-TYPE-NBR-DUPLICATES	S9(1) COMP-3	23	Number of duplicate licenses that have been issued to this individual.
	DL11-DL-TYPE-NON-PHOTO-IND	X(1)	24	Code denoting whether the license printed will not include a photo. Y=No photo to be printed N=Photo will be printed.
	DL11-DL-TYPE-ORIG-RENEWAL-IND	X(1)	25	Code that denotes whether the license is an original, renewal, or waiting for an appointment to be met. A=Appointment O=Original R=Renewal
	DL11-DL-TYPE-PRIOR-CLASS-CODE	X(2)	26	Code that denotes the class of license held in a prior state. A=CDL B=CDL C=CDL D=Operator M=Motorcycle

Table Name	Field Name	Field Type	Pos	Field Description
	DL11-DL-TYPE-COMMENTS	X(35)	28	Free format field to enter any desired comments.
	DL11-LAST-UPDATED-ACTIVITY		63	GROUP LEVEL: SUB ELEMENTS are DL11-LAST-UPDATED-USER-NBR, DL11-LAST-UPDATED-CODE, and DL11-LAST-UPDATED-ACTY-DATE
	DL11-LAST-UPDATED-USER-NBR	9(4)	63	Last user number recorded that updated this record.
	DL11-LAST-UPDATED-CODE	X(4)	67	Last recorded software code that updated this record.
	DL11-LAST-UPDATED-ACTY-DATE	S9(8) COMP-3	71	Last date recorded that this record was updated (ccyymmdd).
	DL11-MAILING-ADDR-ONLY	X(1)	76	Code denoting whether mailing address only should be printed on the license Y = yes, N = legal address should also be printed on the back of the license.
	DL11-FILLER-8	X(8)	77	Blank field available for future usage.
GA10R-ID-MASTER	Name and Address Record for each person or company in the database containing general information			
	LENGTH: 256 AREA: NAME-AREA			
	GA10-NAME-KEY	X(10)	1	A unique set of numbers and letters that is used throughout the NHDOS information system to identify records for an individual or corporation.
	GA10-LEGAL-ADDRESS		11	GROUP LEVEL: SUB ELEMENTS are GA10-LEGAL-STREET, GA10-LEGAL-CITY, GA10-LEGAL-STATE, GA10-LEGAL-ZIP and GA10-LEGAL-COUNTRY.
	GA10-LEGAL-STREET	X(23)	11	The actual street address where the individual or corporation resides.
	GA10-LEGAL-CITY	X(17)	34	The actual city in which the individual or corporation resides.
	GA10-LEGAL-STATE	X(2)	51	The actual state in which the individual or corporation resides. See table STATE.
	GA10-LEGAL-ZIP	X(9)	53	The U.S. Postal zip code of the legal city.
	GA10-LEGAL-COUNTRY	X(2)	62	The actual country in which the individual or corporation resides. See table COUNTRY.
	GA10-MAIL-ADDRESS		64	GROUP LEVEL: SUB ELEMENTS are GA10-MAIL-STREET, GA10-MAIL-CITY, GA10-MAIL-STATE, GA10-MAIL-ZIP and GA10-MAIL-COUNTRY.
	GA10-MAIL-STREET	X(23)	64	The street address or post office box where the individual or corporation receives delivery of mail from the U.S. Postal service.

Table Name	Field Name	Field Type	Pos	Field Description
	GA10-MAIL-CITY	X(17)	87	The city where the individual or corporation receives delivery of mail from the U.S. Postal service.
	GA10-MAIL-STATE	X(2)	104	The state where the individual or corporation receives delivery of mail from the U.S. Postal service. See table STATE.
	GA10-MAIL-ZIP	X(9)	106	The U.S. Postal zip code of the mail city.
	GA10-MAIL-COUNTRY	X(2)	115	The country where the individual or corporation receives delivery of mail from the U.S. Postal service. See table COUNTRY.
	GA10-ID-MASTER-RECORD-TYPE	X(1)	117	A code to denote whether the GA10R-ID-MASTER record belongs to an individual or a corporation. I=Individual C=Corporation.
	GA10-OTHER-STATE-DRIVER-ID	X(22)	118	The U.S. Postal state code and the license number of a previous held or existing license in another state.
	GA10-SEX-CODE	X(1)	140	F=Female M=Male Note - a blank code may exist for records that were missing codes during the 1986 conversion of driver license records.
	GA10-DECEASED-IND	X(1)	141	Y=Individual is deceased N=Individual had at one time been flagged as deceased, but a corrective action has been taken SPACE=Individual not deceased
	GA10-HABITUAL-OFFENDER-CODE	X(1)	142	Y=Individual is a certified NH habitual offender N=Individual is no longer certified as a NH habitual offender Space=Individual has never been certified as a NH habitual offender.
	GA10-TELEPHONE-NBR	9(10)	143	Area code, exchange and last four digits of the phone number.
	GA10-TOWN-LOCATION-CODE	9(4)	153	Code denoting the town. See table TOWNCODE. ***NOTE*** Can find no evidence that this field is being used. It is unsure at this time whether this field was meant for the legal or mail town.
	GA10-ID-MASTER-STATUS-CODE	X(2)	157	00=Record is logically connected and can be viewed by all screens. 99=Record is logically deleted and should not be viewed on any screens, but has not yet been physically removed from the database.

Table Name	Field Name	Field Type	Pos	Field Description
	GA10-MILITARY-STATUS-CODE	X(1)	159	Y=Individual is currently serving in the U.S. military. N=Individual is no longer serving in the U.S. military. Space=No military service has been noted.
	GA10-FR-DL-STATUS-CODE	X(1)	160	C=All commercial driving privileges have been suspended. L=All license privileges have been suspended. N=Driving privileges are no longer suspended. Y=All driving privileges have been suspended. Space=License privileges have not been suspended.
	GA10-FR-RG-STATUS-CODE	X(1)	161	Y=Registration privileges are suspended. N=Registration privileges are no longer suspended. Space=Registration privileges have not been suspended.
	GA10-FR-SB-STATUS-CODE	X(1)	162	Y=School bus driving privileges are suspended. N=School bus driving privileges are no longer suspended. Space=School bus driving privileges have not been suspended.
	GA10-FR-INSP-STATUS-CODE	X(1)	163	Y=Inspection station privileges are suspended. N=Inspection station privileges are no longer suspended. Space=Inspection station privileges have not been suspended.
	GA10-DLR-INSP-STATUS-CODE	X(1)	164	Y=Dealer privileges are suspended. N=Dealer privileges are no longer suspended. Space=Dealer privileges have not been suspended.
	GA10-CORRECTIONS-SUPERVISN-CD	X(1)	165	Code that denotes to the Department of Corrections the type of supervision an individual is under. 1=Probation 2=Parole 3=Probation & Parole
	GA10-REG-TRACTOR-COUNT	S9(5) COMP-3	166	Number of semi-tractors (based on body style) owned by the individual or corporation.
	GA10-REG-TRAILER-COUNT	S9(5) COMP-3	169	Number of semi-trailers (based on body style) owned by the individual or corporation.
	GA10-REG-FLEET-IND	X(1)	172	Denotes whether a corporation or individual has over a 100 vehicles registered in its name and qualifies for fleet registration privileges. Y=Yes N=No I=IRP
	GA10-ID-MASTER-CREATE-DATE	S9(5) COMP-3	173	Date the GA10R-ID-MASTER record was created (Julian yyddd).
	GA10-ID-MASTER-CREATE-TIME	9(4)	176	Time the GA10R-ID-MASTER record was created (hhmm).
	GA10-LAST-UPDATED-MRG-USER	9(4)	180	User number of the last individual who executed a name-merge process on this record.

Table Name	Field Name	Field Type	Pos	Field Description
	GA10-MAIL-ADDR-DATE	S9(8) COMP-3	184	A date is recorded if any part of the mailing address is modified (ccyymmdd)
	GA10-SSN-FEDID	9(9)	189	SSN or FEDID assigned to the individual or business by the Social Security Administration.
	GA10-LAST-UPDATED-MRG-DATE	S9(8) COMP-3	198	A date is recorded if the record has been part of the name-merge process (ccyymmdd)
	GA10-MAIL-ADDR-USER-NBR	9(4)	203	User number of the last individual who modified any part of the mailing address.
	GA10-LEGAL-ADDR-USER-NBR	9(40)	207	User number of the last individual who modified any part of the legal address.
	GA10-LEGAL-ADDR-DATE	S9(8) COMP-3	211	A date is recorded if any part of the legal address is modified (ccyymmdd)
	GA10-DIRECT-MKTG-WAIVER-DATE	9(8) COMP-3	216	Date that this record has been flagged so that the name is not released for any mass mailings (ccyymmdd).
	GA10-CITIZEN-IND	X(1)	221	Indicates citizenship status 1=US citizen, 2=non-citizen, considered resident due to asylum or refugee status, 3 =non-citizen, license expires with papers permitting residence in this country.
	GA10-PEND-ALS-SUSP-IND	X(1)	222	Code denoting whether an ALS suspension is scheduled to go into effect sometime in the future. Y=Pending ALS suspension N=ALS suspension is in effect or has been deleted, annulled or restored SPACE=There is no pending ALS suspension
	GA10-LAST-UPDATED-DATE	S9(5) COMP-3	223	Date that this record was added or last modified (Julian yyddd).
	GA10-AKA-SSN-FEDID	9(9)	226	Alias or previously used SSN.
	GA10-INFO-RELEASE-WAIVER-DATE	9(8) COMP-3	235	Date that this record has been flagged so that any information cannot be released to anyone other than law enforcement or someone pre-approved by the commissioner (ccyymmdd).
	GA10-HANDICAP-IND	X(1)	240	Indicates if person has been assigned a permanent handicap placard by DOS and is authorized to use it. Y = Yes, N or space = No
	GA10-DRRP-IND	X(1)	241	Indicates whether individual is unable to register vehicle because of an issue with EZPASS.
	GA10-FILLER-2	X(2)	242	Blank field available for future usage.

Table Name	Field Name	Field Type	Pos	Field Description
	GA10-LAST-UPDATED-ACTIVITY		244	GROUP LEVEL: SUB ELEMENTS are GA10-LAST-UPDATED-USER-NBR, GA10-LAST-UPDATED-CODE, and GA10-LAST-UPDATED-ACTY-DATE
	GA10-LAST-UPDATED-USER-NBR	9(4)	244	Last user number recorded that updated this record.
	GA10-LAST-UPDATED-CODE	X(4)	248	Last recorded software code that updated this record.
	GA10-LAST-UPDATED-ACTY-DATE	9(8) COMP-3	252	Last date recoded that this record was updated (ccyyymmdd).
GA11R-NAME-DOB	Name and address DOB Record for each name and address (GA10) record containing person's name and date of birth (if an individual)			
	LENGTH: 56 AREA: NAME-AREA			
	GA11-INDIVIDUAL-NAME		1	GROUP LEVEL: SUB ELEMENTS are GA11-LAST-NAME, GA11-NAME-PREFIX, GA11-FIRST-NAME, GA11-MIDDLE-INIT and GA11-NAME-SUFFIX
	GA11-LAST-NAME	X(21)	1	Last name of an individual.
	GA11-NAME-PREFIX	X(3)	22	As of 2/28/00, name prefixes are not entered on the NHDOS system.
	GA11-FIRST-NAME		25	GROUP LEVEL: SUB ELEMENTS are GA11-FIRST-NAME-1-3 and GA11-FIRST-NAME-4-14
	GA11-FIRST-NAME-1-3	X(3)	25	First three characters of the individual's first name. This field is used when a name browse is done using last-name and first-name.
	GA11-FIRST-NAME-4-14	X(11)	28	Remaining characters of the individual's first name.
	GA11-MIDDLE-INIT	X(1)	39	Middle initial for an individual.
	GA11-NAME-SUFFIX	X(3)	40	Name suffix for an individual. See table DLSUFFIX for acceptable values.
	GA11-CORPORATE-NAME	X(42)	1	Redefines GA11-INDIVIDUAL-NAME. Corporate name of the business entity.
	GA11-DATE-OF-BIRTH	S9(5) COMP-3	43	Date of birth for an individual (Julian yyddd).
	GA11-NAME-DOB-CREATE-DATE	S9(5) COMP-3	46	Date the GA11R-NAME-DOB record was created (Julian yyddd).
	GA11-NAME-KEY-SEQ-NBR	X(1)	49	Originally designed to keep track of the order of AKA names, but is not currently being used.
	GA11-NAME-ALIAS-IND	X(1)	50	Originally designed to indicate whether the name is the primary or alias name, but is not currently being used.

Table Name	Field Name	Field Type	Pos	Field Description
	GA11-NAME-DOB-CREATE-USER-NBR	9(4)	51	User number of the individual who created the GA11R-NAME-DOB record.
	GA11-DATE-OF-BIRTH-CC	9(2)	55	Century individual was born in.
GI85R-INV-SUMM	Inventory Summary Record containing general inventory information			
	LENGTH: 68 AREA:INV-AREA			
	GI85-INV-SUMM-KEY		1	GROUP LEVEL: SUB ELEMENTS are GI85_INV-TYPE-KEY, GI85-INVENTORY-TYPE, GI85-INVENTORY-SERIES and GI85-LOCATION-CODE
	GI85-INV-TYPE-KEY		1	GROUP LEVEL: SUB ELEMENTS are GI85-INVENTORY-TYPE and GI85-INVENTORY-SERIES
	GI85-INVENTORY-TYPE	X(5)	1	A physical classification of the inventory item (e.g. plate, decal, sticker, etc.)
	GI85-INVENTORY-SERIES	X(2)	6	Used to further identify inventory items each time a new issuance is required (used mainly with decals and stickers which changes yearly)
	GI85-LOCATION-CODE	9(4)	8	Code assigned to the town, substation, department, or division of DOS who has control over inventory (plates, decals, stickers, etc.)
	GI85-INV-NBR-ON-ORDER	S9(9) COMP-3	12	The total number of a particular inventory items the location has ordered but not yet received
	GI85-INV-NBR-ON-HAND	S9(9) COMP-3	17	The total number of a particular inventory items available at the location
	GI85-INV-NBR-ON-REQUEST	S9(9) COMP-3	22	The total number of a particular inventory items requested by the location
	GI85-INV-NBR-IN-TRANSIT-IN	S9(9) COMP-3	27	The total number of a particular inventory items being transferred to this location
	GI85-INV-NBR-IN-TRANSIT-OUT	S9(9) COMP-3	32	The total number of a particular inventory items
	GI85-INV-NBR-REORDER-LEVEL-QTY	S9(9) COMP-3	37	A pre-defined amount of inventory items that needs to be maintained to avoid running out (allows for replenishing inventory automatically if equal to or below level).
	GI85-INV-NBR-REORDER-QTY	S9(9) COMP-3	42	A pre-defined amount of the maximum number of inventory item that may reside a specified location.
	GI85-INV-NBR-TERM-LOC-CTL-IND	X(1)	47	Indicator as to whether inventory is controlled by location or terminal. Code 'L'=location and 'T' = terminal.
	GI85-INV-PLATE-IND	X(1)	48	Set to 'Y' if inventory type refers to plates.

Table Name	Field Name	Field Type	Pos	Field Description
	GI85-LAST-UPDATED-ACTIVITY		49	GROUP LEVEL: SUB ELEMENTS are GI85-LAST-UPDATED-USER-NBR, GI85-LAST-UPDATED-CODE, and GI85-LAST-UPDATED-ACTY-DATE
	GI85-LAST-UPDATED-USER-NBR	9(4)	49	Last user number recorded that updated this record.
	GI85-LAST-UPDATED-CODE	X(4)	53	Last recorded software code that updated this record.
	GI85-LAST-UPDATED-ACTY-DATE	9(8)	57	Last date recorded that this record was updated (ccyyymmdd).
	GI85-FILLER-7	X(7)	62	Blank field available for future usage.
GI90R-INV-PACKET	Inventory Packet Record for each inventory item contained in the packet			
	LENGTH: 72 AREA:INV-AREA			
	GI90-PACKET-KEY		1	GROUP LEVEL: SUB ELEMENTS are GI90-INVENTORY-TYPE, GI90-INVENTORY-SERIES and GI90-PACKET-FROM-ITEM-NBR
	GI90-INVENTORY-TYPE	X(5)	1	A physical classification of the inventory item (e.g. plate, decal, sticker, etc.)
	GI90-INVENTORY-SERIES	X(2)	6	Used to further identify inventory items each time a new issuance is required (used mainly with decals and stickers which changes yearly)
	GI90-PACKET-FROM-ITEM-NBR	X(8)	8	The starting number of the inventory item which is placed into the packet.
	GI90-PACKET-ITEM-STATUS-CODE	X(2)	16	Code for reporting inventory as being in-stock, defective, stolen, returned, missing but paid, etc.
	GI90-PACKET-TO-ITEM-NBR	X(8)	18	The last number of the inventory item available in the packet.
	GI90-INV-NBR-SETS	S9(9) COMP-3	26	Number of items contained in the packet.
	GI90-PACKET-NEXT-ITEM-NBR	X(8)	31	The next inventory item to be used from packet.
	GI90-TERMINAL-ID	X(8)	39	Code assigned to terminal to which a particular packet is to be associated.
	GI90-INV-PARTIAL-SET-IND	X(1)	47	If total number on order matches total number of inventory items in a set code is set to 'N', but when number of items on order do not match number of items in a set a 'Y' goes to the indicator.
	GI90-PACKET-NBR-REMAINING-SETS	S9(9) COMP-3	48	Number of inventory items not yet used within the packet.

Table Name	Field Name	Field Type	Pos	Field Description
	GI90-LAST-UPDATED-ACTIVITY		53	GROUP LEVEL: SUB ELEMENTS are GI90-LAST-UPDATED-USER-NBR, GI90-LAST-UPDATED-CODE, and GI90-LAST-UPDATED-ACTY-DATE
	GI90-LAST-UPDATED-USER-NBR	9(4)	53	Last user number recorded that updated this record.
	GI90-LAST-UPDATED-CODE	X(4)	57	Last recorded software code that updated this record.
	GI90-LAST-UPDATED-ACTY-DATE	9(8) COMP-3	61	Last date recorded that this record was updated (ccyymmdd).
	GI90-FILLER-7	X(7)	66	Blank field available for future usage.
GI91R-INV-PLATE	Inventory Plate Record containing inventory plate information			
	LENGTH: 36 AREA:INV-AREA			
	GI91-INV-TYPE-KEY		1	GROUP LEVEL: SUB ELEMENTS are GI91-INVENTORY-TYPE and GI91-INVENTORY-SERIES
	GI91-INVENTORY-TYPE	X(5)	1	Unique code assigned by the warehouse identifying the inventory category which must be track as to where it resides or if it was issued.
	GI91-INVENTORY-SERIES	X(2)	6	Used for inventory types which requires that it be changed in color or design on a yearly basis. Normally, it is the two-digit year for which the inventory is used.
	GI91-INV-ITEM-NBR	X(8)	8	This is a unique number assigned to maintain track ability of an item.
	GI91-LAST-UPDATED-ACTIVITY		16	GROUP LEVEL: SUB ELEMENTS are GI91-LAST-UPDATED-USER-NBR, GI91-LAST-UPDATED-CODE, and GI91-LAST-UPDATED-ACTY-DATE
	GI91-LAST-UPDATED-USER-NBR	9(4)	16	Last user number recorded that updated this record.
	GI91-LAST-UPDATED-CODE	X(4)	20	Last recorded software code that updated this record.
	GI91-LAST-UPDATED-ACTY-DATE	9(8) COMP-3	24	Last date recorded that this record was updated (ccyymmdd).
	GI91-FILLER-8	X(8)	29	Blank field available for future usage.
GS50R-NBR-CTRL	Number Control Key Record used by each subsystem containing the next available number			
	LENGTH: 20 AREA:REPORT-AREA			
	GS50-NUMBER-CONTROL-KEY		1	GROUP LEVEL: SUB ELEMENTS are GS50-SUBSYSTEM-ID, GS50-SUBSYSTEM-CATEGORY and GS50-NBR-CTRL-YEAR

Table Name	Field Name	Field Type	Pos	Field Description
	GS50-SUBSYSTEM-ID	X(2)	1	Code that ids what subsystem the rec came from. AC=Accident; DH=Driver History; DL=Driver License; GA=General Administration; GF=Finance; GI=Inventory; GS=General Systems; NW=Network; RB=Boat; RD=Dealer ;RG=Reg; RI=Inspect Stn;TI=Title; VI=Violation; VS=PleabyMai l
	GS50-SUBSYSTEM-CATEGORY	X(2)	3	Category code within the subsystem. AP=Application #; AU=Audit #; BD=Boat dealer #; BW=Bow #; HR=Hearings; LH=Lienholder; NO=Transaction #; OR=Original application; RM=Revenue memo; SU=Suspension; ST=Station #; Also codes from table DLRTYPE are used.
	GS50-NBR-CTRL-YEAR	9(2)	5	Calendar year (yy).
	GS50-NEXT-SEQUENTIAL-NBR	X(8)	7	Next available sequential number to be used.
	GS50-FILLER-6	X(6)	15	Blank field available for future usage.
MA10R-NAME	MAAP / IDMS interface Record containing name and address information			
	LENGTH: 295 AREA: MAAP-AREA			
	MA10-SEQUENCE-NBR	9(4)	1	Number from 1 - 9999, used to track the number of transactions between IDMS and MAAP. Starts at 1 each day.
	MA10-UPDATE-TYPE-CODE	X(3)	5	Type of update to be done to the record - ADD, DEL, UPD
	MA10-NAME-KEY	X(10)	8	Unique set of numbers and letters used to identify an individual or corporation. Same as GA10-NAME-KEY.
	MA10-OLD-NAME-KEY	X(10)	18	MAAP name key to be merged to MA10-NAME-KEY
	MA10-DATA-ELEMENT-NAME	X(75)	28	Name of field to be updated
	MA10-OLD-DATA	X(75)	103	Value of the element to be changed
	MA10-NEW-DATA	X(75)	178	Value to which the element will be changed
	MA10-UPDATED-DATE	X(8)	253	Last date recorded that this record was updated (ccyymmdd).
	MA10-UPDATED-TIME	9(4)	261	System time when update occurs in MAAP (hh:mm).
	MA10-UPDATE-STATUS-CD	X(1)	265	Represents the status of the transaction. C = completed, P = pending
	MA10-FILLER-30	X(30)	266	Blank field available for future usage.
MA15R-VEHICLE	MAAP / IDMS Interface Record containing vehicle information			
	LENGTH: 75 AREA: MAAP-AREA			

Table Name	Field Name	Field Type	Pos	Field Description
	MA15-VEHICLE-KEY		1	GROUP LEVEL: SUB ELEMENTS are MA15-VEHICLE-ID-NBR and MA15-VEHICLE-ID-SEQ
	MA15-VEHICLE-ID-NBR	X(17)	1	Vehicle identification number assigned by manufacturer or NHDOS
	MA15-VEHICLE-ID-SEQ	9(3)	18	Sequence number of the VIN to allow duplicates
	MA15-VEHICLE-MAKE-CODE	X(5)	21	Regmake table should = NCIC valid vehicle make code
	MA15-VEHICLE-YEAR-OF-MFG	9(4)	26	The year of vehicle manufacture (ccyy) cannot be > current year
	MA15-VEHICLE-REG-WEIGHT	S9(7) COMP-3	30	The registration weight in lbs. to classify the vehicle
	MA15-SUSP-REV-STATUS-CODE	X(1)	34	Suspension indicator as of the vehicle.
	MA15-FILLER-28	X(28)	35	Blank field available for future usage.
	MA15-LAST-UPDATED-ACTIVITY		63	GROUP LEVEL: SUB ELEMENTS are MA15-LAST-UPDATED-USER-NBR, MA15-LAST-UPDATED-CODE, and MA15-LAST-UPDATED-ACTY-DATE
	MA15-LAST-UPDATED-USER-NBR	9(4)	63	Last user number recorded that updated this record.
	MA15-LAST-UPDATED-CODE	X(4)	67	Last recorded software code that updated this record.
	MA15-LAST-UPDATED-ACTY-DATE	9(8) COMP-3	71	Last date recorded that this record was updated (ccyymmdd).
MA20R-REG	MAAP / IDMS Interface Record containing registration information			
	LENGTH: 75 AREA: MAAP-AREA			
	MA20-REG-KEY		1	GROUP LEVEL: SUB ELEMENTS are MA20-REG-PLATE-TYE and MA20-REG-PLATE-NBR
	MA20-REG-PLATE-TYPE	X(5)	1	A unique mnemonic assigned to a plate issue type. See Tables RVINKEY, RVINVTYP, RVSPCINV
	MA20-REG-PLATE-NBR	X(8)	6	The characters assigned by NHDOS to a registration plate or tag affixed to the vehicle.
	MA20-REG-EXPIRE-DATE	S9(8) COMP-3	14	Registration expiration date (ccyymmdd)
	MA20-REG-ISSUE-DATE	S9(8) COMP-3	19	Default to current date unless processing agents then = agent batch date
	MA20-REG-STATUS-CODE	X(2)	24	F, NR, PC, R, S, T
	MA20-SUSP-REV-STATUS-CODE	X(1)	26	Suspension indicator of the registration Y, N or space

Table Name	Field Name	Field Type	Pos	Field Description
	MA20-NAME-KEY	X(10)	27	Identifier of the individuals to whom the registration is issued. Same as GA10-NAME-KEY.
	MA20-FILLER-26	X(26)	37	Blank field available for future usage.
	MA20-LAST-UPDATED-ACTIVITY		63	GROUP LEVEL: SUB ELEMENTS are MA20-LAST-UPDATED-USER-NBR, MA20-LAST-UPDATED-CODE, and MA20-LAST-UPDATED-ACTY-DATE
	MA20-LAST-UPDATED-USER-NBR	9(4)	63	Last user number recorded that updated this record.
	MA20-LAST-UPDATED-CODE	X(4)	67	Last recorded software code that updated this record.
	MA20-LAST-UPDATED-ACTY-DATE	9(8) COMP-3	71	Last date recorded that this record was updated (ccyymmdd).
RG70R-DEALER	Dealer Record containing dealer information			
	LENGTH: 308 AREA: REG2-AREA			
	RG70-DEALER-KEY		1	GROUP LEVEL Key field of Dealer Record; contiguously made up of type, nbr, nbr-seq; can be re-assigned
	RG70-DEALER-TYPE	X(1)	1	Dealer type code; Values specified in table DLRTYPE; A=new and used, B=boat, F=boat repair, J=junk, M=motorcycle, P=moped, R=repairperson, T=transport, U=utility, W=wholesale, X=bonded
	RG70-DEALER-NBR	9(5)	2	Dealer number, a number assigned to a dealership which appears on the dealer plates, can be re-assigned
	RG70-DEALER-NBR-SEQ	9(1)	7	This number is incremented when the Dealer Number is re-assigned, causes unique key in the database
	RG70-DEALER-PREV-KEY		8	GROUP LEVEL Previously assigned Key field of Dealer Record;
	RG70-DEALER-PREV-TYPE	X(1)	8	Previously assigned Dealer type code; prior value of DEALER-TYPE
	RG70-DEALER-PREV-NBR	9(5)	9	Previously assigned Dealer number, a number assigned prior to DEALER-NBR
	RG70-DEALER-PREV-NBR-SEQ	9(1)	14	Previously assigned sequence number; Dealer Number is re-assigned, causes unique key in the database
	RG70-DEALER-HOURS-FROM	9(4)	15	Start of business hours
	RG70-DEALER-HOURS-TO	9(4)	19	End of business hours
	RG70-DEALER-NAME	X(42)	23	The individual or corporate name of the dealer.
	RG70-LEGAL-ADDRESS		65	GROUP LEVEL Address of the place of business made up of Street, City, State, Zip and Country

Table Name	Field Name	Field Type	Pos	Field Description
	RG70-LEGAL-STREET	X(23)	65	Street address of the place of business.
	RG70-LEGAL-CITY	X(17)	88	The city in which the dealership is located.
	RG70-LEGAL-STATE	X(2)	105	A 2 character abbreviation of the state in which the dealership is located (commonly NH)
	RG70-LEGAL-ZIP	X(9)	107	A 5 to 9 digit Postal code of the place of business.
	RG70-LEGAL-COUNTRY	X(2)	116	The country in which the dealership is located.(commonly US)
	RG70-MAIL-ADDRESS		118	GROUP LEVEL Address where mail is delivered made up of Street, City, State, Zip and Country
	RG70-MAIL-STREET	X(23)	118	Street address of the business office where documents are delivered
	RG70-MAIL-CITY	X(17)	141	The city in which mail is delivered.
	RG70-MAIL-STATE	X(2)	158	A 2 character abbreviation of the state in which mail is delivered.
	RG70-MAIL-ZIP	X(9)	160	A 5 to 9 digit Postal code of the place where mail is delivered.
	RG70-MAIL-COUNTRY	X(2)	169	A 2 character abbreviation of the country in mail is delivered.
	RG70-TELEPHONE-NBR	9(10)	171	Dealer phone number
	RG70-DEALER-STATUS-CODE	X(1)	181	The current status of the dealer application. (P=pending, A=authorized=closed)
	RG70-DEALER-AUTHORIZD-DATE	9(8) COMP-3	182	The date the dealer application is approved. This will be the original date unless the dealer had been closed and re-opened (CCYYMMDD)
	RG70-DEALER-PAYMENT-DATE	9(8) COMP-3	187	Date the application fee was paid. This date may be post dated up to 5 days from the current system date. (CCYYMMDD)
	RG70-DEALER-EXPIRATION-DATE	9(8) COMP-3	192	The expiration date is 12/31/yy for boat (B)/boat repair (F) dealers and 03/31/yy for all other types. 'yy' is the current expiration year +1 if f renewing. If a new dealer 'yy' is current yy + 1 if the month is < 12 otherwise it is current yy + 2.
	RG70-DEALER-CLOSE-DATE	9(8) COMP-3	197	The date a dealer's plate privileges have been suspended. (CCYYMMDD)
	RG70-DEALER-BOND-EXPIRE-DATE	9(8) COMP-3	202	Same as Dealer expiration date. Boat dealers do not need bond. (CCYYMMDD)
	RG70-DEALER-NHADA-IND	X(1)	207	'Y' indicates that the dealer is a New Hampshire Automobile Dealer Assoc. member.
	RG70-DEALER-NBR-ACTIVE-PLATES	S9(4) COMP-3	208	The total number of authorized and issued plates inclusive.

Table Name	Field Name	Field Type	Pos	Field Description
	RG70-DEALER-NBR-DIESEL-DECALS	S9(4) COMP-3	211	Total number of diesel decals for plates to be put on diesel vehicles.
	RG70-DEALER-GROSS-VEH-WT-MAX	S9(7) COMP-3	214	Vehicle weight rating.
	RG70-DEALER-SUSP-IND	X(1)	218	Are all dealer privileges suspended? Yes or no
	RG70-DEALER-SUSP-TEMPS-IND	X(1)	219	Are temporary plate privileges suspended? Yes or no
	RG70-DEALER-SUSP-CTA-IND	X(1)	220	Are title application privileges suspended? Yes or no
	RG70-DEALER-NBR-CHANGE-DATE	9(8) COMP-3	221	The date in which the dealer number was changed from a previously assigned number.(CCYYMMDD)
	RG70-DEALER-BOND-INS-CO-CODE	9(4)	226	A numeric code indexing the 'INSURECO' table describing the bond company.
	RG70-DEALER-BOND-AMOUNT	S9(7) COMP-3	230	The amount of coverage the bond carries if any.
	RG70-DEALER-BOND-CERT-NBR	X(17)	234	The bond policy number issued to the dealer.
	RG70-DEALER-ORIG-BOND-DATE	9(8) COMP-3	251	Used to keep track of when the new dealer license fee is collected.
	RG70-DEALER-CUR-BOND-ISSUE-DT	9(8) COMP-3	256	The effective date of the issued bond. (CCYYMMDD) now used for dealer license fee.
	RG70-LAST-UPDATBG-FILLER	9(3) COMP-3	261	Field established by Thomas B Goldthwaite (currently unused)
	RG70-LAST-FIN-BATCH-NBR		263	Financial batch transaction number group item
	RG70-FIN-BATCH-KEY		263	Group item to be used as a calc key to the financial system
	RG70-CLOSE-OUT-DATE	S9(5) COMP-3	263	financial batch close out date s9(5) comp 3
	RG70-LOCATION-CODE	9(4)	266	The numeric location code of the clerk that performs the transaction
	RG70-USER-NBR	9(4)	270	The 4 character code that identifies each NHDOS user
	RG70-CLOSE-OUT-SEQ-NBR	9(2)	274	The 2 character close out financial batch sequence number
	RG70-FIN-BATCH-NBR	9(6)	276	The 4 numeric code assigned to the NHDOS financial batch
	RG70-FIN-TXN-NBR	9(4)	282	Group item to be used as a calc key to the financial system
	RG70-DEALER-RENEWAL-IND	X(1)	286	An indicator set by the mailing label job RDMLBIJ which controls the user's ability to renew a dealer.

Table Name	Field Name	Field Type	Pos	Field Description
	RG70-LAST-UPDATED-ACTIVITY		287	Group level of the last user and the dialog used on that day.
	RG70-LAST-UPDATED-USER-NBR	9(4)	287	Last user number recorded that updated this record.
	RG70-LAST-UPDATED-CODE	X(4)	291	Last recorded software code that updated this record.
	RG70-LAST-UPDATED-ACTY-CODE	9(8) COMP-3	295	Last date recorded that this record was updated (ccyymmdd).
	RG70-FILLER-9	X(9)	300	Blank field available for future usage.

G-4 IDMS to MIDS (Marquis ID System) Interfaces

This is a data record that is created daily by a batch process. The data file contains Driver License info that is sent to the Marquis system in order to print driver licenses.

00264	01 WS-DEMO-REC.	
00265	05 WS-DR-LIC-NBR	PIC X(10) VALUE SPACES.
00266	05 WS-SEX-CODE	PIC X(01) VALUE SPACES.
00267	05 WS-MAIL-ADDRESS.	
00268	10 WS-MAIL-STREET	PIC X(23) VALUE SPACES.
00269	10 WS-MAIL-CITY	PIC X(17) VALUE SPACES.
00270	10 WS-MAIL-STATE	PIC X(02) VALUE SPACES.
00271	10 WS-MAIL-ZIP	PIC X(09) VALUE SPACES.
00272	10 WS-MAIL-COUNTRY	PIC X(02) VALUE SPACES.
00273	05 WS-INDIVIDUAL-NAME.	
00274	10 WS-LAST-NAME	PIC X(21) VALUE SPACES.
00275	10 WS-NAME-PREFIX	PIC X(03) VALUE SPACES.
00276	10 WS-FIRST-NAME.	
00277	15 WS-FIRST-NAME-1-3	PIC X(03) VALUE SPACES.
00278	15 FIRST-NAME-4-14	PIC X(11) VALUE SPACES.
00279	10 WS-MIDDLE-INIT	PIC X(01) VALUE SPACES.
00280	10 WS-NAME-SUFFIX	PIC X(03) VALUE SPACES.
00281	05 WS-DOB-YYYYMMDD.	
00282	10 WS-DOB-YYYYMMDD-YYYY	PIC 9(04) VALUE ZEROES.
00283	10 WS-DOB-YYYYMMDD-MM	PIC 9(02) VALUE ZEROES.
00284	10 WS-DOB-YYYYMMDD-DD	PIC 9(02) VALUE ZEROES.
00285	05 WS-DOB-MMDDYYYY.	
00286	10 WS-DOB-MMDDYYYY-MM	PIC 9(02) VALUE ZEROES.
00287	10 WS-DOB-MMDDYYYY-DD	PIC 9(02) VALUE ZEROES.
00288	10 WS-DOB-MMDDYYYY-YYYY	PIC 9(04) VALUE ZEROES.
00289	05 WS-IMAGING-TRANS-CODE	PIC X(02) VALUE SPACES.
00290	05 WS-IMAGE-SAVED-DATE	PIC 9(8) VALUE ZEROES.
00291	05 WS-DRIVER-HEIGHT	
00292	10 WS-DRIVER-HEIGHT-FEET	PIC 9(01) VALUE ZEROES.
00293	10 WS-DRIVER-HEIGHT-INCHES	PIC 9(02) VALUE ZEROES.
00294	05 WS-DR-LIC-RESTRICTION-CODES	PIC X(12) VALUE SPACES.
00295	05 WS-DL-TYPE-ISSUED-DATE	PIC 9(8) VALUE ZEROES.
00296	05 WS-DL-TYPE-EXPIRE-DATE	PIC 9(8) VALUE ZEROES.
00297	05 WS-DL-TYPE-CLASS-LITERAL	PIC X(15) VALUE SPACES.
00298	05 WS-LIC-ENDORSEMENTS	PIC X(05) VALUE SPACES.
00299	05 WS-FORMAT-CODES	PIC X(10) VALUE SPACES.
00300	05 WS-LICENSE-TYPE	PIC X(02) VALUE SPACES.
00301	05 WS-DL-TYPE-NON-PHOTO-IND	PIC X(01) VALUE SPACES.
00302	05 WS-DL-TYPE-NBR-DUPPLICATES	PIC 9(1) VALUE ZEROES.
00303	05 WS-DRIVER-HAIR-COLOR-LIT	PIC X(08) VALUE SPACES.
00304	05 WS-DRIVER-EYE-COLOR-LIT	PIC X(08) VALUE SPACES.
00305	05 WS-DRIVER-WEIGHT	PIC 9(03) VALUE ZEROES.
00306	05 WS-DL-CLASS-TYPE-CODE	PIC X(02) VALUE SPACES.
00307	05 WS-ANSI-USER-CODE	PIC X(01) VALUE SPACES.
00308	05 WS-ANSI-USER-ID	PIC X(05) VALUE SPACES.

00309	05 WS-TEMPLATE-VERSION	PIC X(01) VALUE SPACES.
00310	05 WS-SECURITY-VERSION	PIC X(01) VALUE SPACES.
00311	05 WS-IMAGE-WAIVER-IND	PIC X(01) VALUE SPACES.
00312	05 WS-DL-CLASS-ORIG-ISSUED-DATE	
00313		PIC 9(8) VALUE ZEROES.
00314	05 WS-LEGAL-ADDRESS.	
00315	10 WS-LEGAL-STREET	PIC X(23) VALUE SPACES.
00316	10 WS-LEGAL-CITY	PIC X(17) VALUE SPACES.
00317	10 WS-LEGAL-STATE	PIC X(02) VALUE SPACES.
00318	10 WS-LEGAL-ZIP	PIC X(09) VALUE SPACES.
00319	10 WS-LEGAL-COUNTRY	PIC X(02) VALUE SPACES.
00320	05 WS-ORGAN-DONOR-IND	PIC X(01) VALUE SPACES.
00321	05 WS-HANDICAP-IND	PIC X(01) VALUE SPACES.
00322	05 WS-SSN-FEDID	PIC 9(09) VALUE ZEROES.
00323	05 WS-TEMP-ISSUED-LOCATION	PIC X(04) VALUE SPACES.
00324	05 WS-TEMP-ISSUED-DATE	PIC 9(8) VALUE ZEROES.
00325	05 WS-TEMP-ISSUED-TIME	PIC 9(04) VALUE ZEROES.
00326	05 WS-PRINT-LEGAL-ADDR	PIC X(01) VALUE SPACES.
00327	05 WS-ALT-MAIL-ADDRESS.	
00328	10 WS-ALT-MAIL-STREET	PIC X(23) VALUE SPACES.
00329	10 WS-ALT-MAIL-CITY	PIC X(17) VALUE SPACES.
00330	10 WS-ALT-MAIL-STATE	PIC X(02) VALUE SPACES.
00331	10 WS-ALT-MAIL-ZIP	PIC X(09) VALUE SPACES.
00332	10 WS-ALT-MAIL-COUNTRY	PIC X(02) VALUE SPACES.
00333	05 FILLER	PIC X(31) VALUE SPACES.

APPENDIX H: STATE OF NEW HAMPSHIRE TERMS AND CONDITIONS P-37

Subject: _____

AGREEMENT

The State of New Hampshire and the Contractor hereby mutually agree as follows:

GENERAL PROVISIONS

1. IDENTIFICATION.

1.1 State Agency Name		1.2 State Agency Address	
1.3 Contractor Name		1.4 Contractor Address	
1.5 Contractor Phone Number	1.6 Account Number	1.7 Completion Date	1.8 Price Limitation
1.9 Contracting Officer for State Agency		1.10 State Agency Telephone Number	
1.11 Contractor Signature		1.12 Name and Title of Contractor Signatory	
1.13 Acknowledgement: State of _____, County of _____ On _____, before the undersigned officer, personally appeared the person identified in block 1.12, or satisfactorily proven to be the person whose name is signed in block 1.11, and acknowledged that s/he executed this document in the capacity indicated in block 1.12.			
1.13.1 Signature of Notary Public or Justice of the Peace [Seal]			
1.13.2 Name and Title of Notary or Justice of the Peace			
1.14 State Agency Signature		1.15 Name and Title of State Agency Signatory	
1.16 Approval by the N.H. Department of Administration, Division of Personnel (<i>if applicable</i>) By: _____ Director, On: _____			
1.17 Approval by the Attorney General (Form, Substance and Execution) By: _____ On: _____			

2. EMPLOYMENT OF CONTRACTOR /SERVICES TO BE PERFORMED. The State of New Hampshire, acting through the agency identified in block 1.1 (“State”), engages contractor identified in block 1.3 (“Contractor”) to perform, and the Contractor shall perform, the work or sale of goods, or both, identified and more particularly described in the attached EXHIBIT A which is incorporated herein by reference (“Services”).

3. EFFECTIVE DATE/COMPLETION OF SERVICES.

3.1 Notwithstanding any provision of this Agreement to the contrary, and subject to the approval of the Governor and Executive Council of the State of New Hampshire, this Agreement, and all obligations of the parties hereunder, shall not become effective until the date the Governor and Executive Council approve this Agreement (“Effective Date”).

3.2 If the Contractor commences the Services prior to the Effective Date, all Services performed by the Contractor prior to the Effective Date shall be performed at the sole risk of the Contractor, and in the event that this Agreement does not become effective, the State shall have no liability to the Contractor, including without limitation, any obligation to pay the Contractor for any costs incurred or Services performed. Contractor must complete all Services by the Completion Date specified in block 1.7.

4. CONDITIONAL NATURE OF AGREEMENT.

Notwithstanding any provision of this Agreement to the contrary, all obligations of the State hereunder, including, without limitation, the continuance of payments hereunder, are contingent upon the availability and continued appropriation of funds, and in no event shall the State be liable for any payments hereunder in excess of such available appropriated funds. In the event of a reduction or termination of appropriated funds, the State shall have the right to withhold payment until such funds become available, if ever, and shall have the right to terminate this Agreement immediately upon giving the Contractor notice of such termination. The State shall not be required to transfer funds from any other account to the Account identified in block 1.6 in the event funds in that Account are reduced or unavailable.

5. CONTRACT PRICE/PRICE LIMITATION/ PAYMENT.

5.1 The contract price, method of payment, and terms of payment are identified and more particularly described in EXHIBIT B which is incorporated herein by reference.

5.2 The payment by the State of the contract price shall be the only and the complete reimbursement to the Contractor for all expenses, of whatever nature incurred by the Contractor in the performance hereof, and shall be the only and the complete compensation to the Contractor for the Services. The State shall have no liability to the Contractor other than the contract price.

5.3 The State reserves the right to offset from any amounts otherwise payable to the Contractor under this Agreement those liquidated amounts required or permitted by N.H. RSA 80:7 through RSA 80:7-c or any other provision of law.

5.4 Notwithstanding any provision in this Agreement to the contrary, and notwithstanding unexpected circumstances, in no event shall the total of all payments authorized, or actually made hereunder, exceed the Price Limitation set forth in block 1.8.

6. COMPLIANCE BY CONTRACTOR WITH LAWS AND REGULATIONS/ EQUAL EMPLOYMENT OPPORTUNITY.

6.1 In connection with the performance of the Services, the Contractor shall comply with all statutes, laws, regulations, and orders of federal, state, county or municipal authorities which impose any obligation or duty upon the Contractor, including, but not limited to, civil rights and equal opportunity laws. In addition, the Contractor shall comply with all applicable copyright laws.

6.2 During the term of this Agreement, the Contractor shall not discriminate against employees or applicants for employment because of race, color, religion, creed, age, sex, handicap, sexual orientation, or national origin and will take affirmative action to prevent such discrimination.

6.3 If this Agreement is funded in any part by monies of the United States, the Contractor shall comply with all the provisions of Executive Order No. 11246 (“Equal Employment Opportunity”), as supplemented by the regulations of the United States Department of Labor (41 C.F.R. Part 60), and with any rules, regulations and guidelines as the State of New Hampshire or the United States issue to implement these regulations. The Contractor further agrees to permit the State or United States access to any of the Contractor’s books, records and accounts for the purpose of ascertaining compliance with all rules, regulations and orders, and the covenants, terms and conditions of this Agreement.

7. PERSONNEL.

7.1 The Contractor shall at its own expense provide all personnel necessary to perform the Services. The Contractor warrants that all personnel engaged in the Services shall be qualified to perform the Services, and shall be properly licensed and otherwise authorized to do so under all applicable laws.

7.2 Unless otherwise authorized in writing, during the term of this Agreement, and for a period of six (6) months after the Completion Date in block 1.7, the Contractor shall not hire, and shall not permit any subcontractor or other person, firm or corporation with whom it is engaged in a combined effort to perform the Services to hire, any person who is a State employee or official, who is materially involved in the procurement, administration or

Contractor Initials _____
Date _____

performance of this Agreement. This provision shall survive termination of this Agreement.

7.3 The Contracting Officer specified in block 1.9, or his or her successor, shall be the State's representative. In the event of any dispute concerning the interpretation of this Agreement, the Contracting Officer's decision shall be final for the State.

8. EVENT OF DEFAULT/REMEDIES.

8.1 Any one or more of the following acts or omissions of the Contractor shall constitute an event of default hereunder ("Event of Default"):

8.1.1 failure to perform the Services satisfactorily or on schedule;

8.1.2 failure to submit any report required hereunder; and/or

8.1.3 failure to perform any other covenant, term or condition of this Agreement.

8.2 Upon the occurrence of any Event of Default, the State may take any one, or more, or all, of the following actions:

8.2.1 give the Contractor a written notice specifying the Event of Default and requiring it to be remedied within, in the absence of a greater or lesser specification of time, thirty (30) days from the date of the notice; and if the Event of Default is not timely remedied, terminate this Agreement, effective two (2) days after giving the Contractor notice of termination;

8.2.2 give the Contractor a written notice specifying the Event of Default and suspending all payments to be made under this Agreement and ordering that the portion of the contract price which would otherwise accrue to the Contractor during the period from the date of such notice until such time as the State determines that the Contractor has cured the Event of Default shall never be paid to the Contractor;

8.2.3 set off against any other obligations the State may owe to the Contractor any damages the State suffers by reason of any Event of Default; and/or

8.2.4 treat the Agreement as breached and pursue any of its remedies at law or in equity, or both.

9. DATA/ACCESS/CONFIDENTIALITY/PRESERVATION.

9.1 As used in this Agreement, the word "data" shall mean all information and things developed or obtained during the performance of, or acquired or developed by reason of, this Agreement, including, but not limited to, all studies, reports, files, formulae, surveys, maps, charts, sound recordings, video recordings, pictorial reproductions, drawings, analyses, graphic representations, computer programs, computer printouts, notes, letters, memoranda, papers, and documents, all whether finished or unfinished.

9.2 All data and any property which has been received from the State or purchased with funds provided for that purpose

under this Agreement, shall be the property of the State, and shall be returned to the State upon demand or upon termination of this Agreement for any reason.

9.3 Confidentiality of data shall be governed by N.H. RSA chapter 91-A or other existing law. Disclosure of data requires prior written approval of the State.

10. TERMINATION. In the event of an early termination of this Agreement for any reason other than the completion of the Services, the Contractor shall deliver to the Contracting Officer, not later than fifteen (15) days after the date of termination, a report ("Termination Report") describing in detail all Services performed, and the contract price earned, to and including the date of termination. The form, subject matter, content, and number of copies of the Termination Report shall be identical to those of any Final Report described in the attached EXHIBIT A.

11. CONTRACTOR'S RELATION TO THE STATE.

In the performance of this Agreement the Contractor is in all respects an independent contractor, and is neither an agent nor an employee of the State. Neither the Contractor nor any of its officers, employees, agents or members shall have authority to bind the State or receive any benefits, workers' compensation or other emoluments provided by the State to its employees.

12. ASSIGNMENT/DELEGATION/SUBCONTRACTS.

The Contractor shall not assign, or otherwise transfer any interest in this Agreement without the prior written consent of the N.H. Department of Administrative Services. None of the Services shall be subcontracted by the Contractor without the prior written consent of the State.

13. INDEMNIFICATION. The Contractor shall defend, indemnify and hold harmless the State, its officers and employees, from and against any and all losses suffered by the State, its officers and employees, and any and all claims, liabilities or penalties asserted against the State, its officers and employees, by or on behalf of any person, on account of, based or resulting from, arising out of (or which may be claimed to arise out of) the acts or omissions of the Contractor. Notwithstanding the foregoing, nothing herein contained shall be deemed to constitute a waiver of the sovereign immunity of the State, which immunity is hereby reserved to the State. This covenant in paragraph 13 shall survive the termination of this Agreement.

14. INSURANCE.

14.1 The Contractor shall, at its sole expense, obtain and maintain in force, and shall require any subcontractor or assignee to obtain and maintain in force, the following insurance:

14.1.1 comprehensive general liability insurance against all claims of bodily injury, death or property damage, in amounts of not less than \$250,000 per claim and \$2,000,000 per occurrence; and

Contractor Initials _____

Date _____

14.1.2 fire and extended coverage insurance covering all property subject to subparagraph 9.2 herein, in an amount not less than 80% of the whole replacement value of the property.

14.2 The policies described in subparagraph 14.1 herein shall be on policy forms and endorsements approved for use in the State of New Hampshire by the N.H. Department of Insurance, and issued by insurers licensed in the State of New Hampshire.

14.3 The Contractor shall furnish to the Contracting Officer identified in block 1.9, or his or her successor, a certificate(s) of insurance for all insurance required under this Agreement. Contractor shall also furnish to the Contracting Officer identified in block 1.9, or his or her successor, certificate(s) of insurance for all renewal(s) of insurance required under this Agreement no later than fifteen (15) days prior to the expiration date of each of the insurance policies. The certificate(s) of insurance and any renewals thereof shall be attached and are incorporated herein by reference. Each certificate(s) of insurance shall contain a clause requiring the insurer to endeavor to provide the Contracting Officer identified in block 1.9, or his or her successor, no less than ten (10) days prior written notice of cancellation or modification of the policy.

15. WORKERS' COMPENSATION.

15.1 By signing this agreement, the Contractor agrees, certifies and warrants that the Contractor is in compliance with or exempt from, the requirements of N.H. RSA chapter 281-A ("*Workers' Compensation*").

15.2 To the extent the Contractor is subject to the requirements of N.H. RSA chapter 281-A, Contractor shall maintain, and require any subcontractor or assignee to secure and maintain, payment of Workers' Compensation in connection with activities which the person proposes to undertake pursuant to this Agreement. Contractor shall furnish the Contracting Officer identified in block 1.9, or his or her successor, proof of Workers' Compensation in the manner described in N.H. RSA chapter 281-A and any applicable renewal(s) thereof, which shall be attached and are incorporated herein by reference. The State shall not be responsible for payment of any Workers' Compensation premiums or for any other claim or benefit for Contractor, or any subcontractor or employee of Contractor, which might arise under applicable State of New Hampshire Workers' Compensation laws in connection with the performance of the Services under this Agreement.

16. WAIVER OF BREACH. No failure by the State to enforce any provisions hereof after any Event of Default shall be deemed a waiver of its rights with regard to that Event of Default, or any subsequent Event of Default. No express failure to enforce any Event of Default shall be deemed a waiver of the right of the State to enforce each

and all of the provisions hereof upon any further or other Event of Default on the part of the Contractor.

17. NOTICE. Any notice by a party hereto to the other party shall be deemed to have been duly delivered or given at the time of mailing by certified mail, postage prepaid, in a United States Post Office addressed to the parties at the addresses given in blocks 1.2 and 1.4, herein.

18. AMENDMENT. This Agreement may be amended, waived or discharged only by an instrument in writing signed by the parties hereto and only after approval of such amendment, waiver or discharge by the Governor and Executive Council of the State of New Hampshire.

19. CONSTRUCTION OF AGREEMENT AND TERMS. This Agreement shall be construed in accordance with the laws of the State of New Hampshire, and is binding upon and inures to the benefit of the parties and their respective successors and assigns. The wording used in this Agreement is the wording chosen by the parties to express their mutual intent, and no rule of construction shall be applied against or in favor of any party.

20. THIRD PARTIES. The parties hereto do not intend to benefit any third parties and this Agreement shall not be construed to confer any such benefit.

21. HEADINGS. The headings throughout the Agreement are for reference purposes only, and the words contained therein shall in no way be held to explain, modify, amplify or aid in the interpretation, construction or meaning of the provisions of this Agreement.

22. SPECIAL PROVISIONS. Additional provisions set forth in the attached EXHIBIT C are incorporated herein by reference.

23. SEVERABILITY. In the event any of the provisions of this Agreement are held by a court of competent jurisdiction to be contrary to any state or federal law, the remaining provisions of this Agreement will remain in full force and effect.

24. ENTIRE AGREEMENT. This Agreement, which may be executed in a number of counterparts, each of which shall be deemed an original, constitutes the entire Agreement and understanding between the parties, and supersedes all prior Agreements and understandings relating hereto.

Contractor Initials _____
Date _____