

2024 - 2026 IT Strategic Plan

Agency: 154 Department of Motor Vehicles (DMV)

Date: 12/27/2023

Current IT State

In this section, describe the high-level strategy the agency will use to manage existing operational IT investments over the next year to 5 years. This section should align with identified Business Requirements for Existing Technology (BReTs). At minimum, please address the following questions in your description of your agency's strategy for managing existing operational IT investments:

Are there existing IT investments that will require additional funding over the next year to 5 years, such as license renewals, re-competition of current IT contracts, or system enhancements required by the Agency Strategic Plan?

If there are systems that will no longer support the agency's business needs, either through poor performance or excessive cost, how does IT leadership in the agency plan to address the issues?

If the agency does not have the staff or funding to meet increasing demand for IT services, how will IT leadership fulfill the requests?

DMV provides a multitude of services to private citizens, transportation entities, other state agencies, courts, law enforcement agencies, insurance companies, and related transportation clients. The most commonly provided DMV services include vehicle registration and titling, driver testing and licensing, commercial motor carriers' credentialing, and oversight of related transportation safety and information management programs. Due to the nature of DMV's business processes, the type of work performed by the agency requires substantial use of information technology (IT) products, services, solutions, and automated systems. It is imperative that the agency operates its programs and facilities in an efficient, economical, and secure manner, incorporating into its operation those technological developments and improvements that will enhance the delivery of services to DMV's transportation clients.

The Virginia DMV has a robust in-house custom application development capability with highly skilled IT technical staff to support its business needs. DMV, along with the Virginia Information Technologies Agency (VITA) and other vendor partners, maintains several large-scale systems and a variety of technology solutions and services that are collectively used to deliver its services. Many of the various systems and technology solutions are constructed in such a manner that multiple software components operating on different hardware platforms are required to complete a given business transaction. In addition, DMV contracts for goods and services with vendor partners who supply information technology products, services, and solutions to deliver services to our customers.

Over the past several years, DMV has focused on the innovative use of technology to provide faster, more convenient service to its clients as well as to reduce operational costs. Over the coming years, DMV will be strongly focusing on re-architecting and re-platforming the mainframe-based core Citizen Services System applications. All IT investments at DMV require Executive level approval prior to execution to ensure that each investment aligns with and contributes to the achievement of agency mission, goals and objectives.

Factors Impacting the Current IT

In this section, the agency will describe the changes in their business environment that will require or mandate changes to the agency's current IT investments. These are requirements and mandates from external sources, such as other agencies or business partners, the agency's customer base, product and service providers, or new federal or state legislation or regulations. The agency must identify the business value of the change, any important deadlines that must be met, and the consequences if the deadlines are not met. In your discussion, be sure to note whether the proposed enhancements are funded or not. If the agency's existing current IT investments will not need enhancement due to requirements or mandates from external sources in the foreseeable future, the agency should enter the following text rather than leave the Factors Impacting the Current IT section blank

For each mandated change, summarize your agency's response from your Agency Strategic Plan, and is it the opinion of agency IT leadership that the IT portion of the response is adequately funded?

Do the mandated changes effect IT in other Commonwealth agencies, or in other states? If so, how?

Factors impacting information technology at DMV include:

1. Ongoing need for new technology to meet constituent demand, growing population, and DMV business requirements.
2. The Multiservice Supplier Integration (MSI) model touches virtually every aspect of DMV IT (messaging, mainframe, server and storage, network, security, applications, disaster recovery, and business continuity). The Virginia DMV must work within the strengths, weaknesses, and costs of the MSI. DMV business and IT operations can be greatly impacted by factors generated by VITA MSI decisions which are outside of DMV control. For example, MSI ensuring proper communication and coordination within the tower partners is critical to DMV and if it does not take place it can have great impact. Work to maintain, update, and protect all devices can impact DMV if not done properly. The inability to control all updates statewide can impact bandwidth.
3. Increasing network needs. Continuing to work with the VITA Partnership to meet challenges and network needs.
4. Retiring DMV IT workforce. Based on analysis from 2021, 75% of the DMV IT staff was eligible to retire. While we have been working to reduce this percentage by executing a succession plan, this will continue to be a critical issue for DMV.
5. Changing technology skillsets.
6. Increased governmental compliance requirements such as Mainframe, Executive Orders, etc. For example, Executive Orders related to transformation will encompass a new set of agency projects and initiatives. For example, mandated compliance processes, such as the ECOS process, can be very taxing and time consuming. Also, the process to ensure and define mandated cloud terms and conditions can be very taxing and time consuming when developing IT contracts.
7. Customer expectations for fast and efficient DMV services. Examples include online and mobile services.
8. Need to rely on a variety of external data sources and interfaces.
9. Constant new cyber security threats.

Proposed IT Solutions

In this section, describe the high-level strategy the agency will use to initiate new IT investments over the next year to 5 years in support of the agency strategic objectives documented in your Agency Strategic Plan. The agency does not need to consider specific technologies at this time, however, the strategy should identify how the IT implementation will provide business value to the organization. This section should align with identified Business Requirements for New Technology (BRnTs). At minimum, please address the following questions in your description of your agency's strategy for initiating new IT investments:

What are the most important solutions, based on the priority assigned to the requirements by the business sponsors in your agency, and what is the approach to achieving these priority solutions?

If any new IT initiatives will be started in the upcoming budget biennium, is it the opinion of agency IT leadership that it is adequately funded?

Does the agency's current IT staff have the appropriate skill set needed to support future agency technologies? If not, what skill sets need to be acquired?

If the agency will be engaged in multiple new IT initiatives, how will agency IT staff and agency subject matter experts be used across the initiatives?

****1. Information Technology System Modernization****

These initiatives will transform current agency systems that support critical agency operations, some of which are more than 30 years old. DMV is focusing on delivering robust, cost-effective solutions that provide more efficient business processes and improved service to our customers. Examples include, but are not limited to:

a. Re-platform CSS Applications and eliminate dependency on VITA Mainframe

The Citizen Services System (CSS) is Virginia DMV's mainframe-based application and system of record for storing information on customers to include addresses, driver history, vehicle registration, titling information, insurance, and financial transactions as major data categories. CSS is running in the OS/390 environment at VITA. DMV's CSS application programs are built using the Software AG products ADABAS, Natural, Predict, EntireX/Broker, and COMPLETE.

The state's contract for the mainframe has been extended until March 31, 2024. On November 27, 2018, during the VITA Mainframe Planning Summit, then Commonwealth CIO Nelson Moe presented that VITA had classified the DMV mainframe as a contained/transitional technology effective October 1, 2018, and that service of the platform would be discontinued as VITA considered it "obsolete" effective January 1, 2022. In addition, according to VITA's Legacy IT Solutions Topic Report (Oct. 31, 2019), VITA declared that both the Natural language and ADABAS database used by the mainframe are considered "prohibited technologies" and that agencies are not permitted to use them as they are "no longer supported by the Commonwealth" and "represent substantial risk".

The purpose of this effort is to migrate the CSS application and data to a supported development language, database, and technology infrastructure (as specified by the Commonwealth Enterprise Architecture Policy).

b. Deploy a Comprehensive Human Resource System – Deploy a comprehensive Human Resource system to support all HR processes including onboarding new staff, managing existing staff, and ongoing staff performance management.

****2. Digital IT Workforce Transformation****

Build a digital IT workforce operating model through training and certifications. Revamp and provide robust production support services. Define and build a unified IT organizational design that best supports the agile delivery of DMV technical services. Define and build a rapid pathway to production that includes scheduled sprints and releases using AGILE principles.

****3. Digital System Transformation for the Business****

Define, execute, and implement a highly scalable technical architecture and associated growth strategies to generate maximum business benefits for DMV.

Digital System Transformation models should be based on common platforms with out-of-the-box integrations between disparate platforms where required. Ensure that platforms are selected and implemented to support defined business requirements and look to utilize a set of common platforms rather than many disparate singular use platforms. This vision includes:

- Build governance model for managing the Microsoft Power Platform and Cloud Services.
- Implement Centers of Excellence for the various technical stacks in the Microsoft Power Platform and Sharepoint.
- Implement full DevOPs services for agile teams to empower teams to rapidly move from development to production including source control, team coordination and release management.
- Implement Power Application and Automation built on the Microsoft Power Platform to provide efficiencies in department and work center activities.
- Implement Robotic Process Automation utilizing the Microsoft Power Automate on the Microsoft Power Platform.
- Implement Enterprise Governance and design templates to allow Departments to implement customized Sharepoint sites and integrations to Microsoft Teams for team management, information, and file sharing.

****4. Customer Relationship Management****

Explore solutions for Customer Management and integrated customer communication. Investigate Customer Relation Management solutions to allow for management of customer information on all channels of contact and all types of interactions with customers utilizing the Common Platforms.

****5. DMV Network Modernization****

Develop a next generation agency network modernization plan to ensure DMV has more resilient and redundant networks that allow employees to effectively serve the citizens of the Commonwealth. This should include ability for the agency to see end-to-end traffic utilization and proactively correct issues and keep remote sites from being impacted by unexpected network traffic or outages.

****6. Legislative and Mandate Compliance****

DMV undertakes ongoing initiatives to address compliance with new legislation and other mandates. These initiatives typically result in a variety of system changes and enhancements as well as deploying completely new systems and solutions.

****7. Ongoing Government Transformation****

DMV continuously looks for opportunities, both internally as well as working with other Commonwealth agencies, to streamline operations and offer more efficient services to Virginia citizens. For example, web-based self-service transactions that can be started at home are being expanded. Also, solutions that will provide authentication services from DMV to other agencies will continue to be explored and pursued.

****8. Security Infrastructure****

With the evolving threat landscape, DMV intends to take a proactive approach against threats, create an environment of continuous compliance, and have responsive IT operations processes to meet our business and data protection needs. We want to reduce risk exposure and the attack surface, detect and respond to advanced threats, and drive down security operations costs. Examples of security infrastructure initiatives include, but are not limited to:

a. Agency PCI Compliance

The credit card industry has security requirements that continue to evolve. DMV is addressing areas that require additional security measures needed to maintain compliance which could have a major impact on DMV business systems.

b. Security Information and Event Management Platform

Expansion of our Security Information & Event Management platform (Splunk) to meet the requirements of SEC501, SEC525, PCI-DSS, IRS Pub 1075, and DHS 6CFR Part 7 (Real ID).

- The continued onboarding of the VITA Services has expanded the number of platforms that are touch points for our data.

- The expansion of our 3rd Part Assurance program to maintain compliance will be adding a number of downstream consumers of our data/services to the platform for the purposes of automating surveillance.

****9. Multiservice Supplier Integration (MSI)****

DMV must work closely with VITA and the MSI as it pertains to all aspects of IT operations, including infrastructure management, security compliance, cloud hosting vision, cloud applications, and internet utilization. DMV will also participate in procurements for replacing/renewing current vendors.

****10. Ongoing Product Upgrades****

DMV will work to keep all hardware and software at the most recent release to address specific bugs and/or flaws, improve the general stability of operating systems and applications, and fix ongoing security vulnerabilities.

****11. Data Analytics****

DMV plans to expand its Data Analytics strategy to include a more robust ETL and better more comprehensive tools and infrastructure.

****12. Datacenter Migrations****

DMV is executing the move from the DMV data center/enclaves to approved locations such as the Commonwealth datacenter and cloud providers. This includes agency applications as well as vendor provided applications and solutions. DMV is nearing the final stage of migrating the remaining VITA provided servers at the DMV HQ to the Commonwealth datacenter where it makes sense.

Current IT initiatives underway are adequately funded.

Business Requirements For Technology

Agency:	154 Department of Motor Vehicles
Date:	12/27/2023
BReT 2016: Drivers License Central Issue Services	
BRT Type:	Business Requirement for Existing Technology
Requested Start:	3/24/2021
Mandate:	
Mission Critical:	
Description:	
DMV intends to establish a sole source contract to continue services of the existing Driver's License Central Issuance Solution.	
BReT 2019: Re-platform CSS Mainframe Applications	
BRT Type:	Business Requirement for Existing Technology
Requested Start:	3/24/2021
Mandate:	
Mission Critical:	
Description:	
<p>Citizen Services System (CSS) is Virginia DMV's mainframe based application and system of record for storing information on customers to include addresses, driver history, vehicle registration, titling information, insurance and financial transactions as major data categories. CSS is running in the OS/390 environment at VITA. DMV's CSS application programs are built using the Software AG products ADABAS, Natural, Predict, EntireX/Broker and COMPLETE.</p> <p>Project intent is to migrate existing Software AG based applications off of the mainframe, re-platform the infrastructure on Microsoft Windows servers, and modernize the ADABAS database to Microsoft SQL Server.</p> <p>Project timeline estimation is 24 - 36 months post kick off with vendor partner. The intention for the effort is to migrate the application code to a modern, supported development language (as specified by the Commonwealth Enterprise Architecture Policy) and eliminating the use of the Software AG tools.</p>	
BReT 2021: dmvNOW Website Analysis/Redesign	

BRT Type:	Business Requirement for Existing Technology
Requested Start:	10/12/2021
Mandate:	
Mission Critical:	Yes
Description:	
Based on recently completed studies and reviews, DMV requires Contractor support to utilize results/recommendations and create an overall re-design and specifications for a new dmvNOW website.	
BReT 2021: Private Cloud Server Migration	
BRT Type:	Business Requirement for Existing Technology
Requested Start:	3/31/2021
Mandate:	
Mission Critical:	
Description:	
The DMV is taking a "Private / Public cloud first" approach when requesting new servers to be deployed where appropriate. DMV is planning and evaluating candidates at the DMV HQ that could move without application modification to the QTS private cloud. DMV will begin planning for the migration of the remaining Unisys provided servers at the DMV HQ to the QTS data center with a target completion date of Q4 2024. The target date is based on resource contention.	
BReT 2022: Electronic Verification of Vital Events	
BRT Type:	Business Requirement for Existing Technology
Requested Start:	3/9/2022
Mandate:	
Mission Critical:	
Description:	
DMV currently utilizes the NAPHSIS Electronic Verification of Vital Events (EVVE) solution for obtaining up-to-date vital records information. The existing contract with NAPHSIS is expiring and this request is to establish a new sole-source contract for continued use of the EVVE solution.	
BReT 2023: Ongoing Application Mgt/Maint/Support	
BRT Type:	Business Requirement for Existing Technology

Requested Start:	8/23/2023
Mandate:	
Mission Critical:	
Description:	
<p>DMV utilizes a wide variety of IT applications and solutions to support its core business operations on a daily basis. To meet changing business needs and demands, DMV requires ongoing management, maintenance, and support of these IT applications and solutions. This includes periodic enhancements, changes, problem fixes, contract/service renewals, software maintenance and licensing renewals, additional software licensing, etc. for existing IT applications and solutions.</p>	
BReT 2023: IRP/IFTA/CVIEW Solution Replacement	
BRT Type:	Business Requirement for Existing Technology
Requested Start:	8/7/2023
Mandate:	
Mission Critical:	
Description:	
<p>This request is to establish a new contract to replace the existing IRP/IFTA/CVIEW system (provided by Legatus) with a new vendor supported solution.</p>	
BReT 2023: Ongoing Infrastructure Mgt/Mnt/Support	
BRT Type:	Business Requirement for Existing Technology
Requested Start:	8/23/2023
Mandate:	
Mission Critical:	
Description:	
<p>DMV utilizes a wide variety of IT infrastructure solutions and services to support its core business applications and operations on a daily basis. To meet changing business needs and demands, DMV requires ongoing management, maintenance, and support of these IT infrastructure solutions and services. This includes periodic enhancements, changes, problem fixes, contract/service renewals, software maintenance and licensing renewals, additional software licensing, hardware refreshes, etc. for existing IT infrastructure solutions and services.</p>	
BReT 2023: Ongoing IT Staff Augmentation	
BRT Type:	Business Requirement for Existing Technology

Requested Start:	8/23/2023
Mandate:	
Mission Critical:	
Description:	
DMV periodically requires IT staff augmentation - IT contractor staff for ongoing support and maintenance of existing and new DMV IT systems and solutions.	
BReT 2023: Rebid Disabled Parking Placard Contract	
BRT Type:	Business Requirement for Existing Technology
Requested Start:	12/5/2023
Mandate:	
Mission Critical:	
Description:	
The current services contract for producing and mailing disabled parking placards is expiring. This request is to re-procure the services solution for producing and mailing the placards.	
BReT 2023: Replace DMV HQ Building Security Sys	
BRT Type:	Business Requirement for Existing Technology
Requested Start:	3/2/2023
Mandate:	
Mission Critical:	
Description:	
Replace the building security and access control system at DMV Headquarters.	
BRnT 2022: eTitle Phase 1 - Casual Sales	
BRT Type:	Business Requirement for New Technology
Requested Start:	3/2/2022
Mandate:	
Mission Critical:	
Description:	
Develop an electronic titling and registration program for casual sales or person to person vehicle transfers through an online system as Phase I of Virginia DMV's transition to eTitling.	

DMV SD-WAN Upgrade	
BRT Type:	Business Requirement for Existing Technology
Requested Start:	3/1/2023
Mandate:	Yes
Mission Critical:	Yes
Description:	
<p>Configure existing routers to support SD-WAN capability across all agency locations. This approach prepares agency location(s) with the ability to add additional network capabilities (multiprotocol label switching (MPLS), broadband, wireless (i.e., Cradlepoint)) to take advantage of application -aware routing over private and public networks.</p> <p>Three step process:</p> <p>Remote internetwork operating system (IOS) software upgrade on the router.</p> <p>Remote SD-WAN deployment</p> <p>Circuit deployment as needed</p>	

IT Strategic Plan Budget Tables

Agency:	154 Department of Motor Vehicles (DMV)			
Date:	12/27/2023			
Current IT Services				
	Costs Year 1		Costs Year 2	
Category	GF	NGF	GF	NGF
Projected Service Fees		\$24,458,521.55		\$25,192,277.20
VITA Infrastructure Changes				
Estimated VITA Infrastructure	\$0.00	\$24,458,521.55	\$0.00	\$25,192,277.20
Specialized Infrastructure		\$475,645.00		\$475,645.00
Agency IT Staff		\$17,502,757.00		\$17,502,757.00
Non-agency IT Staff		\$7,359,202.00		\$7,359,202.00
Cloud Computing Service				
Other Application Costs		\$8,043,522.00		\$8,043,522.00
Total:	\$0.00	\$57,839,647.55	\$0.00	\$58,573,403.20
Proposed IT Investments				
	Costs Year 1		Costs Year 2	
Category	GF	NGF	GF	NGF
Major IT Projects:		\$281,250.00		
Non-Major IT Projects:				
Agency-Level IT Projects:				

Major Stand Alone IT Procurements:		\$16,637,433.05		\$20,231,068.80	
Non-Major Stand Alone IT Procurements:		\$536,511.24		\$305,799.08	
Agency-Level Stand Alone IT Procurements:					
Procurement Adjustment for Staffing:					
Total:	\$0.00	\$17,455,194.29	\$0.00	\$20,536,867.88	
Projected Total IT Budget					
		Costs Year 1		Costs Year 2	
Category	GF	NGF	GF	NGF	
Current IT Services	\$0.00	\$57,839,647.55	\$0.00	\$58,573,403.20	
Proposed IT Investments	\$0.00	\$17,455,194.29	\$0.00	\$20,536,867.88	
Total	\$0.00	\$75,294,841.84	\$0.00	\$79,110,271.08	

Commonwealth Projects >= \$250,000.00

Agency:	154 Department of Motor Vehicles (DMV)
Date:	12/27/2023

DMV Project 2021: Re-platform CSS Mainframe Apps

Category 2	Project Initiation Approval
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Citizen Services System (CSS) is Virginia DMV's mainframe based application and system of record for storing information on customers to include addresses, driver history, vehicle registration, titling information, insurance and financial transactions as major data categories. CSS is running in the OS/390 environment at VITA. DMV's CSS application programs are built using the Software AG products ADABAS, Natural, Predict, EntireX/Broker and COMPLETE.

Project intent is to migrate existing Software AG based applications off of the mainframe, re-platform the infrastructure on Microsoft Windows servers, and modernize the ADABAS database to Microsoft SQL Server.

Project timeline estimation is 24 - 36 months post kick off with vendor partner. The intention for the effort is to migrate the application code to a modern, supported development language (as specified by the Commonwealth Enterprise Architecture Policy) and eliminating the use of the Software AG tools.

Project Start Date	9/30/2021	Project End Date	11/1/2024
Estimated Costs:	Total	General Fund	Non-General Fund
Project Cost	\$49,360,101.00		\$45,746,552.63
Estimated first year of biennium:	\$0.00	\$0.00	\$0.00
Estimated second year of biennium:	\$3,888,990.63	\$0.00	\$3,888,990.63

Project Related Procurements

DMV Proc 2021: Re-platform CSS Mainframe Apps SOW

Commonwealth Procurements >= \$250,000.00

Agency:	154 Department of Motor Vehicles (DMV)
Date:	12/27/2023
Stand Alone Procurements:	
Procurement Name:	DMV Proc 2017: Fuel Taxes Solution
Procurement Date	9/1/2017
Procurement Description:	This procurement is for the acquisition, implementation and subsequent maintenance of a comprehensive solution that will allow for the licensing, reporting, and auditing of fuels tax and fuel sales tax.
Procurement Name:	DMV Proc 2019: Law Enf Case and Records Mgt Sol
Procurement Date	7/15/2019
Procurement Description:	The DMV Law Enforcement Division requires a Record Management System (RMS) that will allow them to collect a reliable set of incident-based criminal statistics for use in law enforcement administration, operation, and management as well as DMV specific regulatory cases.
Procurement Name:	DMV Proc 2019: Replace Driver License Issue System
Procurement Date	12/1/2022

Procurement Description:	<p>Conduct a competitive procurement to establish a new contract for the DMV Driver's License Central Issuance (DLCI) Solution.</p> <p>The current DLCI solution is under contract and maintained by CBN through 12/14/2022.</p>
Procurement Name:	DMV Proc 2019: Xerox Equip Printing Svcs 1/20-6/25
Procurement Date	12/20/2019
Procurement Description:	This request is to upgrade the existing Xerox equipment in the DMV printing services print shop. This new equipment agreement will be for the period of 1/1/20 - 6/30/25
Procurement Name:	DMV Proc 2020: Hauling Permit System Replacement
Procurement Date	10/1/2020
Procurement Description:	<p>The existing DMV Hauling Permits solution has reached end of life. The current contract expires in March 2020 with extensions available to procure a new solution/contract. This request is to approve DMV proceeding with the procurement of a new Hauling Permit solution and associated contract.</p> <p>A hauling permit is a document that authorizes movement of overweight and/or overdimensional vehicle configurations over the state highway system. Each permit contains routing information, travel regulations and safety requirements.</p> <p>If your vehicle configuration is reduced to its smallest dimensions possible and still exceeds the limitations identified below, you must obtain a hauling permit prior to traveling over Virginia's highways. You can not create an over-dimensional or overweight situation by hauling or towing multiple items.</p>
Procurement Name:	DMV Proc 2021: Mileage Based User Fee Solution

Procurement Date	7/1/2021
Procurement Description:	<p>HB 1414 charges DMV with creating the Mileage Based User Fee (MBUF) program which is a voluntary program that allows owners of vehicles subject to the highway use fee pursuant to 46.2-772 to pay a mileage-based fee in lieu of the highway use fee.</p> <p>This request is for DMV to conduct a competitive procurement to obtain a third party vendor to provide a solution for administering the MBUF program on behalf of DMV.</p>
Procurement Name:	DMV Proc 2022: Elect Verification of Vital Events
Procurement Date	4/29/2022
Procurement Description:	<p>DMV currently utilizes the NAPHSIS Electronic Verification of Vital Events (EVVE) solution for obtaining up-to-date vital records information. The EVVE system has been in use at DMV since 2012. Certified copies of Virginia vital records (birth, death, marriage, and divorce) are instantly available for purchase at all full service DMV locations, which include DMV customer service centers, and DMV 2 Go mobile offices. The EVVE system is the only single interface to all vital record offices across the country. The EVVE system:</p> <ul style="list-style-type: none"> □ Validates birth and death records in all 50 states □ Supports real-time and batch queries □ Protects against potential fraudulent activities □ Safeguards the confidentiality of data □ Generates billing, performance, and management reports □ Includes a user-friendly system interface. <p>The existing contract with NAPHSIS is expiring and this request is to establish a new sole-source contract for continued use of the EVVE solution.</p>
Procurement Name:	DMV Proc 2022: Renew QFlow Support 12/2022-12/2025
Procurement Date	11/20/2022

Procurement Description:	<p>This request is to renew annual software support and maintenance from ACF related to the Q-Flow software used by DMV for customer queue management in its Customer Service Centers. This renewal will be for 3-years (12/27/2022 - 12/26/2025) and will be renewed through the VITA Statewide contract with SHI (VA-180917-SHI).</p> <p>The Q-Flow System is hosted at QTS in the VITA environment. Unisys (VITA's vendor) provides the servers and support for them. ACF only supports the application through DMV (they don't touch the servers).</p>
Procurement Name:	DMV Proc 2022: Xerox Printer Refresh for DMV HQ
Procurement Date	6/30/2022
Procurement Description:	This procurement is to refresh the Xerox printers used throughout DMV Headquarters as part of a 60-month managed print services agreement using the existing statewide Xerox printer contract (VA-191121-XERX).
Procurement Name:	DMV Proc 2022: Xerox Refresh DMV Printing Services
Procurement Date	6/15/2022
Procurement Description:	Refresh Xerox equipment used in the Printing Services department at DMV Headquarters. Coverage period for ongoing print services agreement will be 7/1/22 through 6/30/2027.
Procurement Name:	DMV Proc 2022: Xerox-Printers in DMV CSCs
Procurement Date	6/30/2022

Procurement Description:	DMV requests authorization to continue Managed Print Services (MPS) with Xerox at all DMV Customer Service Center locations as follows: 1. Extend the existing (470) HP LaserJet Enterprise M605x printers for an additional 13 month lease period (7/1/2022 - 9/30/2023) 2. Add an additional (50) HP LaserJet Enterprise M611x printers for a 60 month lease period (7/1/2022 - 6/30/2027)
Procurement Name:	DMV Proc 2023: Databank/OnBase Renewal 2023-2026
Procurement Date	9/1/2023
Procurement Description:	EXISTING CONTRACT RENEWAL ONLY - Databank contract 154-14-043 renewal of existing OnBase Solution for a 3-year period from 8/15/23 to 8/14/26.
Procurement Name:	DMV Proc 2023: DMV Website-Host/Support 2023-24
Procurement Date	10/15/2023
Procurement Description:	This procurement is to provide annual hosting and maintenance services for the DMV website. Services are provided by Forum One Inc. under existing contract VA-220217-FO. Hosting is via the approved Acquia Cloud Platform in a FEDRamp-compliant environment. The period of coverage for this procurement is 10/20/2023 - 10/19/2024.
Procurement Name:	DMV Proc 2023: Staff Aug TREDS 10/2023-9/2024
Procurement Date	8/31/2023
Procurement Description:	STAFF AUGMENTATION ONLY This is a request for annual staff augmentation to support the ongoing operational maintenance of the TREDS (Traffic Records Electronic Data System) for the period 10/1/2023 to 09/30/2024.

Procurement Name:	DMV Proc 2023: Xerox-Printers in DMV CSCs
Procurement Date	11/30/2023
Procurement Description:	<p>This procurement is to continue Managed Print Services (MPS) with Xerox at all DMV Customer Service Center locations as follows:</p> <ol style="list-style-type: none">1. Extend coverage for existing 534 HP printers and 95 Xerox devices for additional period covering 12/01/2023 - 02/29/20242. Refresh and install 534 HP printers and 95 Xerox devices and support coverage for 60 month lease period 03/01/2024 - 02/28/2029