

ITSP Summary Biennium 2026-28

Agency Name: 154 Department of Motor Vehicles (DMV)

Date Generated: 09-10-2025

Agency Mission, Goals and Objectives:

Agency Mission:

Safeguarding Lives | Securing Identities | Serving the Motoring Public | Supporting Industry Partners

Agency Goals:

DMV VISION: "Always Driving Forward"

DMV STRATEGIC INTERESTS

1. Inspire Public Confidence

- * Be recognized for Excellence

- * Champion Safety, Security, and Service

- * Future Proof the Agency

2. Drive Operational Efficiency

- * Drive Decisions with Data

- * Simplify User Experiences

- * Focus on What Matters

3. Foster Employee Fulfillment

- * Have a Full Life

- * Make a Difference

- * Develop Real Experience

AGENCY GOALS

- * Increase ability to implement and act on agency mandates in a timely manner.
- * Reduce time to procure and implement new technologies in the environment.
- * Identifying process improvements and cost savings to reinvest back into the agency.
- * Reduce time and resources through automation.
- * Focusing on making customers' experiences positive; and supporting our employees.
- * Increase ability for customers to access services remotely.
- * Decrease customer wait and serve times.
- * Increase network performance and resiliency across all CSC's.

****DMV IT STRATEGIC FOCUS AREAS****

1. People, Process, and Capabilities

- * Hire, train, and retain next generation of IT talent
- * Strengthen capabilities in cyber security
- * Strengthen capabilities in investigating online-enabled auto thefts
- * Develop strategic capital-investment plans for service centers and weigh stations
- * Robust, accredited protocols for managing the agency
- * Organize the agency to accelerate responsiveness to customer feedback

2. Technologies and Tools

- * Invest in web-based platforms and services
- * Leverage AI to automate and support humans in everyday work
- * Launch first automated road-testing solution
- * Expand the use of automated testing tools
- * Expand toolsets for data management and analytics
- * Modernize integration technologies and service abilities (e.g. APIs)
- * Launch tools and associated platforms to enable use of automated workflows
- * Explore and leverage Intelligent Document Processing tools to support automated workflows, imaging, and elimination of paper documents

3. Customers and Partners

- * Engage consumer and business customers in proactively solving problems (i.e., be business-minded)
- * Strengthen auto-theft informant-based networks
- * Work with Treasurers and Commissioners of Revenue to reduce tax fraud
- * Accelerate eTitling journey for auto dealers

4. Investments and Strategic Bets

- * Advance ownership of the identity verification and management space as a public good

- * Stake a claim in the operating authority space of autonomous vehicles
- * Stake a claim in regulation of ride-sharing networks

****DMV DRIVING FORWARD TO 2030****

****A 5-Year Strategic Roadmap Linked to DMV Strategic Interests****

1. Inspire Public Confidence

- Launch New Motor Carrier System
- Simplify registration and management of owner-operator fleets
- Launch Mobile ID
- Launch eTitle
- Launch Mobile Platform
- Launch Automated Road Testing
- Launch New Customer Platform (VaMAX)

2. Drive Operational Efficiency

- Convert Contractors Where Possible
- Reallocate Staff
- Re-negotiate and Consolidate Contracts
- Launch Digital Workflows and Platforms
- Launch AI-enabled Workflows
- Weigh Station Scale Replacements
- Weigh Station Ramp and Facility Improvements
- Launch “Virtual” Weigh Station
- Launch Modernized Weigh Station Network

3. Foster Employee Fulfillment

- Launch Quarterly “Big Room” Planning Sessions
- Launch Agile Transformation
- Launch New Performance Management System
- Launch New Recognition System
- Launch new HRIS and Payroll System

Agency Objectives:

****DMV OBJECTIVES AND KEY RESULTS****

- * Churn No More - Ensure customers' matters are addressed promptly, and if unresolved, provide clear, accurate, and consistent next steps for resolution
- * Perfect 10 - Maintain an average weekly wait and service time of 10 minutes or less
- * Perfect Weight - Reduce truck pull-ins to the national average of 34%
- * Halt the Heist - Reduce car thefts by 2%
- * Country Roads, Safely Home - 10% reduction in fatalities on rural roadways by the end of 2027

****DMV KEY INITIATIVE-RELATED OBJECTIVES****

- * Virginia MAX - Replatform core legacy mainframe applications
- * Project UpShift - Agency review of staff roles to align with market minimums and introduce skills-based increases.

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 6 years in support of the strategic objectives of your agency.

Will any of the following areas require additional funding over the next 6 years beyond that currently forecast by your agency? (please check all that apply)

License Renewals, System Enhancements, Re-competition of current IT contracts, Security improvements,

Looking ahead over the next 6 years, please list any IT initiatives needed to support the business Mission, Goals, and Objectives of your agency not addressed by application modernization (other than staffing levels and applications detailed elsewhere). These could include disaster recovery, network upgrades, radio communications etc.

IT Initiative 1:

Modernizing Infrastructure: DMV will transition its outdated mainframe-based infrastructure to modern cloud-based environments. This includes: •Migrating to cloud-based platforms (Microsoft Azure) to increase agility and scalability. •Enhancing network bandwidth and resiliency at Customer Service Centers (CSCs). •Implementing robust network monitoring tools for real-time performance insights. •Strengthening disaster recovery and business continuity plans.

IT Initiative 2:

Modernizing Core Agency Applications: DMV will transition its core Citizen Services System (CSS) and other legacy applications to a modern, secure, and scalable technology stack. Key initiatives include: •Migrating CSS to a cloud-based, .NET and SQL environment. •Implementing agile software development practices to accelerate delivery. •Enhancing user interfaces to provide a seamless digital experience. •Integrating emerging technologies to future-proof DMV services.

IT Initiative 3:

Modernizing Databases and Enabling Data Analytics: DMV will modernize its databases and implement a data analytics strategy to support data-driven decision making by: •Migrating outdated hierarchical database structures to modern relational SQL database

structures. •Establishing a centralized data lake to enable advanced analytics.
•Implementing AI-driven analytics for fraud detection and operational insights. •Enhancing data governance and security to comply with state/federal regs.

IT Initiative 4:

Enhancing Security: With increased digital services, DMV will strengthen security measures to protect customer data and prevent breaches by: •Implementing Zero Trust Architecture across DMV IT systems. •Expanding threat detection and response capabilities using AI-powered security tools. •Increasing supplier accountability to ensure rapid resolution of outages and incidents. •Expanding identity verification and access management to protect user credentials and provide as a new service offering.

IT Initiative 5:

Leveraging AI and Innovation for Business Operations and Customer Service/Experience: DMV will utilize artificial intelligence (AI) and emerging technologies to enhance customer interactions and automate business operations: •Deploying AI-powered solutions, chatbots and assistants for customer service. •Implementing robotic process automation to streamline operations. •Using AI for predictive analytics and proactive issue resolution. •Enhancing fraud detection through machine learning models.

External Factors Impacting IT:

In this section, describe changes or mandates from external sources to the agency's current IT investments. These are requirements and mandates from external sources, such as new federal or state legislation, executive orders, regulatory bodies, or legal requirements. The agency must identify the change, any important deadlines that must be met, and the consequences if the deadlines are not met.

Are there any mandate driving changes in your current IT environment? (Yes/No)

Yes

1. Mandate Details:

Mandate:

System End of Life / Sunset

Mandate Date: 07/01/2028

Need Change:

In October 2019, VITA identified the Natural language and ADABAS database as “prohibited technologies,” mandating their full retirement or replacement. This mandate puts immense pressure on DMV to transition CSS away from the mainframe.

Consequence:

Beyond the VITA directive, the situation has rapidly escalated into an emergency.

DMV is now experiencing a severe shortage of qualified IT staff capable of maintaining these outdated mainframe-based technologies. With key staff retiring at an increasing rate and the nationwide labor market unable to supply replacements with the necessary skills, the system's support is under an extremely serious threat. This has forced the DMV to rely on costly retention agreements and implement urgent training measures, all while the number of staff capable of managing the system dwindles. This unsustainable situation further elevates the risks associated with continuing to rely on the mainframe.

Funding amount is for the lifetime of the mandate.

Citation:

N/A

Impact:

Growing risks of an aging mainframe-based core system to keep up with maintaining critical services to various state agencies.

2. Mandate Details:

Mandate:

Internal to State Government

Mandate Date: 12/31/2026

Need Change:

ARDOQ: Extensive Business Impact Analysis to capture all the required data points and relationships.

Consequence:

Reduced visibility across systems, misaligned strategies, and operational inefficiencies. It may also result in audit risks, hinder informed decision-making, and isolate teams from broader collaboration efforts.

Citation:

SEC530, 3.2

Impact:

Unknown

3. Mandate Details:

Mandate:

Internal to State Government

Mandate Date: 12/31/2025

Need Change:

CYBERVAULT: This is a data backup service that requires subscription to VITA required services and establishing a review process.

No estimated funding need is available at this time.

Consequence:

Potential risk of data loss due to cyber event.

Citation:

(EA225) All data assets tagged with “sensitive as to availability or integrity” in the system of record shall be protected by a Commonwealth of Virginia (COV) data vault per enterprise architecture (EA) 225 guideline DA-38.

(SEC530) CVS can be used for contingency planning and adheres to SEC530 CP-2.

Impact:

Unknown

4. Mandate Details:

Mandate:

Internal to State Government

Mandate Date: 08/31/2025

Need Change:

Data Classification: Updating policies and procedures for data marking and handling.

No estimated funding is needed at this time.

Consequence:

Possible accidental data loss due to oversharing.

Citation:

SEC530 4.2 (7)

Impact:

Unknown

5. Mandate Details:

Mandate:

External to State Government

Mandate Date: 06/30/2028

Need Change:

Modernize numerous APIs and test with other states (e.g. REST)

Consequence:

Unable to support state-to-state interfaces and functions.

Citation:

AAMVA Mandate

Impact:

Virginia State Police

Will you have staffing issues that impact meeting these requirements and mandates?

Yes

Future IT Solutions:

This section will discuss how the agency's IT investments and investment strategies support the business strategies over the next 6 years. The agency does not need to discuss specific technologies at this time.

List in priority order, the IT investments (Projects, Procurements, BRTs) for your agency during the next 6 years.

Place your proposed projects and procurements in order of priority for your agency (one being the highest priority).

1. Projects and Procurement Details:

IT Investment:

DMV Project 2024: Rewrite CSS Mainframe Application

IT Objective:

Improve

IT Business Value:

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.

IT Support:

DMV is working to replatform all of its mainframe technology applications, bundled in a complex system called the Citizen Services System (CSS), which is the backbone for all DMV transactions, data exchanges, revenue collection/reconciliation functions for every individual and entity with which DMV interacts. This investment supports the following DMV Strategic Interests: Inspire Public Confidence and Drive Operational Efficiency.

2. Projects and Procurement Details:

IT Investment:

DMV Project 2025: Extend Mobile ID to Wallets

IT Objective:

Innovate

IT Business Value:

The Virginia Mobile ID, which is part of the state's broader Secure Credential Solution, has been designed as a digital version of a driver's license or ID card, stored securely on mobile devices. The app has already become a key tool for residents who prefer the convenience of having their identification available on their mobile device.

The move to integrate the Mobile ID with Apple and Samsung wallets is seen as a natural evolution of the state's credential program. By leveraging existing technology from two of the largest mobile platforms, Virginia is ensuring that its citizens have access to cutting-edge solutions that align with their daily lives. The integration promises to not only increase the convenience of using the Mobile ID but also enhance security, making it more difficult for fraudulent activity to occur.

This expansion comes at a time when more states are adopting digital IDs as a way to improve efficiency and reduce physical card reliance. Experts predict that digital IDs will become even more common in the years to come as more services and institutions accept digital verification. Virginia is positioning itself as a leader in this growing trend, with the DMV's secure credential solution providing a model for other states to follow.

IT Support:

In a significant move to enhance digital security and convenience for residents,

Virginia is taking a major step forward with its Mobile ID program. The Virginia Department of Motor Vehicles (DMV) has partnered with its contractor, CBN, to extend the existing mobile identification solution to Apple and Samsung wallets. This expansion aims to provide Virginians with even more accessible and secure ways to verify their identity in a variety of situations, including at TSA checkpoints, for age verification at ABC stores and provide more current information to Virginia State Police. This investment supports the following DMV Strategic Interest: Inspire Public Confidence.

3. Projects and Procurement Details:

IT Investment:

DMV Project 2024: Replace IRP/IFTA/CVIEW Solution

IT Objective:

Improve

IT Business Value:

The modernization of the IRP/IFTA/CVIEW solution will include the acquisition and implementation of a comprehensive system that will allow for the processing of commercial vehicle apportioned registration under the International Registration Plan (IRP), and reporting functionality for motor carriers under the International Fuel Tax Agreement (IFTA), as well as IRP/IFTA related audit functions, hereinafter referred to as the IRP/IFTA system. In addition, this solution will support a Federal Motor Carrier Safety Administration (FMCSA) Commercial Vehicle Information Systems and Networks (CVISN) compliant Commercial Vehicle Information Exchange Window (CVIEW) system, or CVIEW equivalent, for exchange of data within the state, and connection to SAFER for exchange of interstate data through snapshots.

IT Support:

This project will replace the existing IRP/IFTA/CVIEW system (provided by Legatus)

with a new, modernized vendor supported solution. This investment supports the following DMV Strategic Interests: Inspire Public Confidence and Drive Operational Efficiency.

4. Projects and Procurement Details:

IT Investment:

BRnT 2025: Automated Road Testing Solution (ARTS)

IT Objective:

Innovate

IT Business Value:

This solution will transform how DMV performs in-car skills testing in order to receive a driver's license. Rather than using an in-car DMV examiner, the testing experience will be conducted utilizing a smart phone that guides the applicant through the testing route. The application records and analyzes the applicant driving maneuvers through use of its cameras and built-in analytics to generate a summary of the skills testing results at the conclusion of the testing route.

IT Support:

DMV began a research study and associated feasibility/viability testing of a potential solution to support skills testing in early 2024. DMV has completed this study/testing and intends to procure, develop, and deploy a solution that supports in-car skills testing in order to receive a driver's license. This investment supports the following DMV Strategic Interests: Inspire Public Confidence and Drive Operational Efficiency.

5. Projects and Procurement Details:

IT Investment:

DMV Proc 2024: Add HSM to Secure Credential Solution

IT Objective:

Improve

IT Business Value:

Enables integration of the Virginia Mobile ID solution to the TSA identity verification process and integration into the provider wallets (such as Apple).

IT Support:

This procurement is to enhance the existing Secure Credential Solution provided by CBN to add a PKI solution that incorporates Hardware Security Modules (HSMs) implemented to manage certificates. This is required to support Mobile ID integration with TSA and into the provider wallets (such as Apple). This investment supports the following DMV Strategic Interest: Inspire Public Confidence.

6. Projects and Procurement Details:

IT Investment:

BRnT 2025: Develop DMV Mobile Channel

IT Objective:

Innovate

IT Business Value:

Developing and deploying a customer facing mobile channel will improve overall customer service by providing an additional service outlet. This investment supports the following DMV Strategic Interests: Inspire Public Confidence and Drive Operational Efficiency.

IT Support:

DMV intends to develop a Mobile Channel to support overall customer interactions, notifications, and enable additional methods of online transaction processing.

7. Projects and Procurement Details:

IT Investment:

DMV Proc 2025: Mileage Based User Fee Solution

IT Objective:

Operate

IT Business Value:

This procurement will extend/renew the existing Contract for a third party vendor to provide a solution for administering the MBUF program on behalf of DMV.

IT Support:

Through legislation, DMV was charged 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. This investment supports the following DMV Strategic Interests:

Inspire Public Confidence and Drive Operational Efficiency.

8. Projects and Procurement Details:

IT Investment:

DMV Proc 2025: Xerox Equip Upgrade Printing Svcs

IT Objective:

Operate

IT Business Value:

Upgrading the existing Xerox equipment in DMV Printing Services will result in a monthly savings of \$11,612 which is a total approximate savings of \$696,720 over a new contract for a 60-month term from the previous agreement.

IT Support:

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 7/1/25 - 6/30/30.

This equipment includes:

- Iridesse Production Color Presses (2)
- B9136 Light Production Mono Printers (2)
- Versant 4100 Mid Production Color Presses (2)

- B9136 Light Production Mono Printers (2)

This investment supports the following DMV Strategic Interest: Drive Operational Efficiency.

9. Projects and Procurement Details:

IT Investment:

BReT 2025: Transform and Replace DMV HRIS Systems

IT Objective:

Improve

IT Business Value:

DMV intends to transform and modernize its existing HRIS related systems that support general HRIS functions, performance management, employee recognition, and payroll.

IT Support:

DMV requires a modernized solution to transform and replace its existing HRIS related systems. This investment supports the following DMV Strategic Interests: Foster Employee Fulfillment and Drive Operational Efficiency.

10. Projects and Procurement Details:

IT Investment:

DMV Proc 2024: Rebid Disabled Parking Placard Contract

IT Objective:

Operate

IT Business Value:

Continue supporting operations by establishing a new services contract for producing and mailing disabled parking placards to our customers.

IT Support:

The current services contract (DMV Contract number 154:14-060) for producing and mailing disabled parking placards is expiring. This request is to re-procure the

services solution and establish a new contract (to replace 154:14-060) for producing and mailing the disabled parking placards through an agency competitive procurement process (RFP). The initial cost estimate of \$900,000 for this PGR is for the initial 3-year term of the new contract based on historical placard volumes and related costs. This investment supports the following DMV Strategic Interest:

Inspire Public Confidence

IT Strategic Plan Budget Tables

Current IT Services				
	Costs Year 1		Costs Year 2	
Category	GF	NGF	GF	NGF
Projected Service Fees		\$29,999,588		\$30,899,575
VITA Infrastructure Changes				
Estimated VITA Infrastructure		\$29,999,588		\$30,899,575
Specialized Infrastructure		\$276,179		\$276,179
Agency IT Staff		\$19,487,433		\$19,487,433
Non-agency IT Staff		\$5,346,521		\$5,346,521
Cloud Computing Service				
Other Application Costs		\$12,002,272		\$12,002,272
Total:		\$67,111,993		\$68,011,980

Proposed IT Investments				
	Costs Year 1		Costs Year 2	
Category	GF	NGF	GF	NGF
Major IT Projects:		\$29,749,632		\$30,900,795
Non-Major IT Projects:				
Agency-Level IT Projects:				
Major Stand Alone IT Procurements:		\$25,205,662		\$24,012,623
Non-Major Stand Alone IT Procurements:		\$510,142		\$382,907.04
Agency-Level Stand Alone IT Procurements:				
Procurement Adjustment:		\$-5,237,198		\$-5,237,198
Total:		\$50,228,239		\$50,059,127

Projected Total IT Budget				
	Costs Year 1		Costs Year 2	
Category	GF	NGF	GF	NGF
Current IT Services		\$67,111,993		\$68,011,980
Proposed IT Investments		\$50,228,239		\$50,059,127
Total		\$117,340,232		\$118,071,107

Commonwealth Projects >= \$250,000.00

Agency:	154 Department of Motor Vehicles (DMV)		
Date:	10/8/2025		
DMV Project 2024: Replace IRP/IFTA/CVIEW Solution			
Category 4		Project Initiation Approval	
This project will replace the existing IRP/IFTA/CVIEW system (provided by Legatus) with a new vendor supported solution. This will include the acquisition and implementation of a comprehensive system that will allow for the processing of commercial vehicle apportioned registration under the International Registration Plan (IRP), and reporting functionality for motor carriers under the International Fuel Tax Agreement (IFTA), as well as IRP/IFTA related audit functions, hereinafter referred to as the IRP/IFTA system. In addition, this solution will support a Federal Motor Carrier Safety Administration (FMCSA) Commercial Vehicle Information Systems and Networks (CVISN) compliant Commercial Vehicle Information Exchange Window (CVIEW) system, or CVIEW equivalent, for exchange of data within the state, and connection to SAFER for exchange of interstate data through snapshots.			
Project Start Date	1/8/2024	Project End Date	10/10/2025
Estimated Costs:	Total	General Fund	Non-General Fund
Project Cost	\$8,383,363		\$8,383,363
Estimated first year of biennium:	\$0		
Estimated second year of biennium:	\$0		

Project Related Procurements

There are no procurements for this project

DMV Project 2024: Rewrite CSS Mainframe Application	
Category 1	Project Initiation Approval
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 overall scope of this effort is for Contractor staff working with DMV staff to rewrite the existing legacy mainframe-based DMV CSS Solution with a newly developed Modernized CSS Solution that fully incorporates innovation and state-of-the-art technologies operating in a new microservice-based architecture within the existing COV Microsoft Azure Cloud subscription environment while maintaining and enhancing overall customer service and transaction processing. This includes, but is not limited to: • Re-writing all existing legacy on-line and batch application code, user interface applications, databases, and interfaces while ensuring those re-written applications, databases, and interfaces function in the new environment as they did in the mainframe environment. • Embracing agile methodologies throughout the project lifecycle, from planning to delivery. • Ensuring seamless integration with existing systems and third-party applications using agile integration	

practices.

- Migrating/synchronizing data from the current legacy mainframe environment to the new environment.
- Ensuring compliance with the then current Virginia Information Technology Agency (VITA) and DMV's security policies and standards.
- Preserving full functionality, capabilities, and security of the existing applications along with equal or improved performance.
- Maintaining and enhancing overall customer service and transaction processing along with ensuring the same or better service, performance, and efficiency.
- Training, coaching, and supporting DMV's Information Technology staff to transition, operate, support, and maintain the re-written applications, databases, and interfaces in the new environment.

DMV intends to use the Arizona MAX DMV processing solution as a base solution, perform a fit/gap analysis, and re-configure the Arizona MAX solution to support Virginia DMV specific business rules and build components to support processes not currently present in the Arizona MAX solution. The MAX solution was developed by the State of Arizona who offers it to other state jurisdictions, free of charge, for other states to modify and use it as they see fit under a state to state memorandum of understanding.

The Modernized CSS Solution project will consist of two primary stages:

- Stage 1: Project Initiation and Proof-of-Concept (POC) - DMV anticipates completion of Stage 1 within 6 months following Contract execution.
- Stage 2: Iterative Agile-based Design, Build, and Delivery of Full Modernized CSS Solution - DMV anticipates completion of Stage 2 within 3 years following completion of Stage 1 and DMV approval to proceed with Stage 2.

****1. Stage 1 – Proof-of-Concept Activities****

The objective of the Stage 1 Proof-of-Concept is for the Contractor to successfully demonstrate the effectiveness and viability of their proposed plans, approaches, concepts, and methodologies to successfully deliver a comprehensive and complete Modernized CSS Solution.

During Stage 1, the Contractor will complete the following while working with DMV staff:

- a. Project initiation and planning activities including all related documentation. b. Further define and document the scope of the POC. c. Further define the POC structure and workflow. d. Define and document the business processes, business rules, and requirements of the POC components. e. Develop and document detailed system design specifications based on Contractor-facilitated discussions with DMV for the POC components. f. Train and coach DMV staff participate.

Project Start Date	11/1/2024	Project End Date	6/30/2028
Estimated Costs:	Total	General Fund	Non-General Fund
Project Cost	\$94,178,857		\$94,178,857
Estimated first year of biennium:	\$29,749,633		\$29,749,633
Estimated second year of biennium:	\$30,900,795		\$30,900,795

Project Related Procurements

There are no procurements for this project

DMV Project 2025: Extend Mobile ID to Wallets

Category 4	Project Initiation Approval
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In a significant move to enhance digital security and convenience for residents, Virginia is taking a major step forward with its Mobile ID program. The Virginia Department of Motor Vehicles (DMV) has partnered with its

contractor, CBN, to extend the existing mobile identification solution to Apple and Samsung wallets. This expansion aims to provide Virginians with even more accessible and secure ways to verify their identity in a variety of situations, including at TSA checkpoints, for age verification at ABC stores and provide more current information to Virginia State Police.

The Virginia Mobile ID, which is part of the state’s broader Secure Credential Solution, has been designed as a digital version of a driver’s license or ID card, stored securely on mobile devices. The app has already become a key tool for residents who prefer the convenience of having their identification available on their mobile device.

With this new project, CBN, the contractor responsible for the solution, will complete the necessary work to ensure that Virginia’s Mobile ID can be securely integrated into both Apple and Samsung wallets. The integration will allow users to store their digital ID alongside their other essential cards, such as credit cards and boarding passes, in one easy-to-access location.

The move to integrate the Mobile ID with Apple and Samsung wallets is seen as a natural evolution of the state’s credential program. By leveraging existing technology from two of the largest mobile platforms, Virginia is ensuring that its citizens have access to cutting-edge solutions that align with their daily lives. The integration promises to not only increase the convenience of using the Mobile ID but also enhance security, making it more difficult for fraudulent activity to occur.

This expansion comes at a time when more states are adopting digital IDs as a way to improve efficiency and reduce physical card reliance. Experts predict that digital IDs will become even more common in the years to come as more services and institutions accept digital verification. Virginia is positioning itself as a leader in this growing trend, with the DMV’s secure credential solution providing a model for other states to follow.

Project Start Date	5/1/2025	Project End Date	12/31/2025
Estimated Costs:	Total	General Fund	Non-General Fund
Project Cost	\$2,389,050		\$2,389,050
Estimated first year of biennium:	\$0		
Estimated second year of biennium:	\$0		

Project Related Procurements

There are no procurements for this project

Commonwealth Procurements >= \$250,000.00

Agency:	154 Department of Motor Vehicles (DMV)
Date:	10/8/2025
Procurement Name:	DMV Proc 2025: Mileage Based User Fee Solution
Procurement Date	6/30/2025
Procurement Description:	REGULAR CONTRACT RENEWAL ONLY: 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. This request is for DMV to renew existing contract #154:21-009 (3 year renewal, July 1, 2025 through June 30, 2028) for continued operations of the existing MBUF solution provided by Emovis technologies.
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:	Conduct a competitive procurement to establish a new contract for the DMV Driver's License Central Issuance (DLCI) Solution. The current DLCI solution is under contract and maintained by CBN through 12/14/2022.
Procurement	DMV Proc 2019: Xerox Equip Printing Svcs 1/20-6/25

Name:	
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:	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. 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. 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.
Procurement Name:	DMV Proc 2021: Mileage Based User Fee Solution
Procurement Date	7/1/2021
Procurement Description:	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. 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.
Procurement Name:	DMV Proc 2022: Elect Verification of Vital Events
Procurement Date	4/29/2022
Procurement Description:	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: ☒ 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. 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.
Procurement Name:	DMV Proc 2022: Renew QFlow Support 12/2022-12/2025
Procurement Date	11/20/2022
Procurement Description:	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). 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).
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-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	DMV Proc 2023: IRP/IFTA/CVIEW Solution Replacement

Name:	
Procurement Date	5/31/2024
Procurement Description:	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. This will include the acquisition, implementation and subsequent maintenance of a comprehensive system that will allow for the processing of commercial vehicle apportioned registration under the International Registration Plan (IRP), and reporting functionality for motor carriers under the International Fuel Tax Agreement (IFTA), as well as IRP/IFTA related audit functions, hereinafter referred to as the IRP/IFTA system. In addition, this solution will support a Federal Motor Carrier Safety Administration (FMCSA) Commercial Vehicle Information Systems and Networks (CVISN) compliant Commercial Vehicle Information Exchange Window (CVIEW) system, or CVIEW equivalent, for exchange of data within the state, and connection to SAFER for exchange of interstate data through snapshots. This PGR includes the initial contract term (3 years) plus additional annual renewals (7 annual renewals) for a total of 10 years. This is a SaaS, cloud solution and has an approved ECOS assessment (RITM0789589).
Procurement Name:	DMV Proc 2023: Services to Rewrite CSS Application
Procurement Date	11/8/2024
Procurement Description:	This request is to procure the necessary services to re-write the DMV Citizens Services System (CSS) application into a modern architecture, moving from the current monolithic architecture towards a microservice-based architecture within the existing COV Microsoft Azure Cloud subscription. 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 overall scope of this effort is for Contractor staff working with DMV staff to rewrite the existing legacy mainframe-based DMV CSS Solution with a newly developed Modernized CSS Solution that fully incorporates innovation and state-of-the-art technologies operating in a new microservice-based architecture within the existing COV Microsoft Azure Cloud subscription environment while maintaining and enhancing overall customer service and transaction processing. This includes, but is not limited to: • Re-writing all existing legacy on-line and batch application code, user interface applications, databases, and interfaces while ensuring those re-written applications, databases, and interfaces function in the new environment as they did in the mainframe environment. • Embracing agile methodologies throughout the project lifecycle, from planning to delivery. • Ensuring seamless integration with existing systems and third-party applications using

	agile integration practices. • Migrating/synchronizing data from the current legacy mainframe environment to the new environment. • Ensuring compliance with the then current Virginia Information Technology Agency (VITA) and DMV's security policies and standards. • Preserving full functionality, capabilities, and security of the existing applications along with equal or improved performance. • Maintaining and enhancing overall customer service and transaction processing along with ensuring the same or better service, performance, and efficiency. • Training, coaching, and supporting DMV's Information Technology staff to transition, operate, support, and maintain the re-written applications, databases, and interfaces in the new environment. DMV intends to use the Arizona MAX DMV processing solution as a base solution, perform a fit/gap analysis, and re-configure the Arizona MAX solution to support Virginia DMV specific business rules and build components to support processes not currently present in the Arizona MAX solution. The MAX solution was developed by the State of Arizona who offers it to other state jurisdictions, free of charge, for other states to modify and use it as they see fit under a state to state memorandum of understanding.
Procurement Name:	DMV Proc 2023: Xerox-Printers in DMV CSCs
Procurement Date	11/30/2023
Procurement Description:	This procurement is to continue Managed Print Services (MPS) with Xerox at all DMV Customer Service Center locations as follows: 1. Extend coverage for existing 534 HP printers and 95 Xerox devices for additional period covering 12/01/2023 - 02/29/2024 2. Refresh and install 534 HP printers and 95 Xerox devices and support coverage for 60 month lease period 03/01/2024 - 02/28/2029
Procurement Name:	DMV Proc 2024: Add HSM to Secure Cred Solution
Procurement Date	6/28/2024
Procurement Description:	This request is to enhance the existing Secure Credential Solution to add a PKI solution that incorporates Hardware Security Modules (HSMs) implemented to manage certificates. This is required to support Mobile ID integration with TSA and into the Apple Wallet.
Procurement Name:	DMV Proc 2024: DMV Website-Host/Support 2024-25
Procurement Date	9/30/2024
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 10/20/2024 - 10/19/2025.

Procurement Name:	DMV Proc 2024: Expand ALPR/SRIS to Law Enforcement
Procurement Date	5/17/2024
Procurement Description:	DMV currently utilizes an Automated License Plate Reader - Smart Roadside Inspection System (ALPR-SRIS) solution currently installed at various DMV Motor Carrier Service Centers. DMV would like to expand the use of the ALPR-SRIS system to the DMV Law Enforcement Division where ALPR-SRIS will be installed in seven patrol cars for certified motor carrier safety inspectors. The ALPR-SRIS system is currently provided and maintained by Intelligent Imaging Systems (IIS).
Procurement Name:	DMV Proc 2024: Expand WIM to Additional Locations
Procurement Date	5/31/2024
Procurement Description:	DMV plans to expand the Weigh-In-Motion systems, currently installed at various DMV MCSC locations, to 3 additional weigh station locations: Dahlgren MCSC, New Church MCSC, and Route 60 Turnout location. These will be installed by International Road Dynamics, the company currently maintaining the existing installations. These additional systems were awarded under federal grant.
Procurement Name:	DMV Proc 2024: Oracle Products Renewal 2025-26
Procurement Date	1/10/2025
Procurement Description:	ANNUAL MAINTENANCE RENEWAL ONLY. This request is for approval to proceed with the annual support renewal for various Oracle software products used at DMV per the attached quote from Mythics. This is for the March 1, 2025 - February 28, 2026 renewal.
Procurement Name:	DMV Proc 2024: Pitney Bowes Postage Print Solution
Procurement Date	3/15/2024
Procurement Description:	Replace existing postage meters with a cloud-based postage printing solution at DMV HQ (in mail services and title department), and various Customer Service Centers. This is a 48 month services/lease agreement for the period 6/30/2024 - 6/29/2028. **PLEASE NOTE: ECOS has been fully approved for this, including the necessary T&C's. Once the PO is issued DMV will place this into ECOS active oversight. This is hosted in FedRAMP**
Procurement Name:	DMV Proc 2024: Rebid Disabled Parking Placard Cont
Procurement Date	11/27/2024
Procurement Description:	The current services contract (DMV Contract number 154:14-060) for producing and mailing disabled parking placards is expiring. This request is to re-procure the services

	solution and establish a new contract (to replace 154:14-060) for producing and mailing the disabled parking placards through an agency competitive procurement process (RFP). The initial cost estimate of \$900,000 for this PGR is for the initial 3-year term of the new contract based on historical placard volumes and related costs. The current solution involves DMV transitting an electronic file containing necessary information to a service provider on a daily basis for the purpose of producing and mailing disabled parking placards for customers applying for these credentials.
Procurement Name:	DMV Proc 2024: Staff Aug TREDS 10/2024-9/2025
Procurement Date	8/16/2024
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 10/1/2024 to 09/30/2025.
Procurement Name:	DMV Proc 2024: Staff Aug-Power Platform 1/25-1/26
Procurement Date	1/17/2025
Procurement Description:	STAFF AUGMENTATION ONLY - This request is for staff augmentation in support of general power platform development and maintenance tasks (3 junior developers and 1 senior developer).
Procurement Name:	DMV Proc 2024:Extend Existing Mobile ID to Wallets
Procurement Date	11/27/2024
Procurement Description:	This request is to extend the existing Virginia Mobile ID (part of the existing Secure Credential Solution provided by CBN) to 3rd party wallets provided by Apple and Samsung.
Procurement Name:	DMV Proc 2024:Skills Test Resrch/Feasibility Stdy
Procurement Date	1/10/2025
Procurement Description:	This procurement is to acquire support to conduct a research study and associated feasibility/viability testing of a potential proprietary solution to support in-car skills testing in order to receive a driver's license. The solution that is part of the research study is a proprietary, self-contained solution that does not interface with any DMV systems or connect to DMV networks. In addition, no customer related PII data is being collected and/or stored.
Procurement Name:	DMV Proc 2025: Automated Road Testing Solution

Procurement Date	10/10/2025
Procurement Description:	Procure, develop, and deploy a solution that supports in-car road skills testing (DMV road tests) in order to receive a driver's license. The solution required resulted from a research and feasibility/viability study conducted by DMV. The initial cost estimate of \$910,000 for this PGR is for the initial 2-year term of the new contract based on historical road test volumes and projected/estimated costs. Actual costs will be determined at the end of the RFP process. DMV intends to deploy a vendor-provided cloud based solution that automatically conducts road tests using DMV-provided iPhone devices and cell service. The solution will be iteratively deployed in 3 waves for up to 60 DMV Customer Service Centers. Solution capabilities will also be iteratively deployed over 4 capability stages with the first capability stage being self-contained that does not interface with any DMV systems or connect to DMV networks. Interfaces will be added in a later capability stage and the solution will not store PII.
Procurement Name:	DMV Proc 2025: Dev Prototype Driver Learning App
Procurement Date	7/18/2025
Procurement Description:	**Via CAI SOR/SOW process,** DMV is exploring opportunities to deliver a personalized driver education experience, based on the Virginia Driver's Manual, through an interactive mobile web experience approach for learning the rules of the road. Through this procurement, DMV is seeking a Supplier who will work with DMV to develop a prototype mobile experience application and will conduct initial testing through focused market test groups.
Procurement Name:	DMV Proc 2025: Kyndryl Azure Environment for VaMAX
Procurement Date	7/17/2026
Procurement Description:	The Modernized DMV CSS project requires an Azure environments to continue development for the MAX solution. VITA does not have the environments ready so, Kyndryl will provide 3 environments (Sandbox, Development, and Test) to allow development to continue avoiding a pause in the project. The period of time these environments will be provided by Kyndryl to DMV is 5/1/25 - 4/30/26.
Procurement Name:	DMV Proc 2025: Renew SRIS/ALPR/FLIR Maint 2025
Procurement Date	2/28/2025
Procurement Description:	ONGOING ANNUAL MAINTENANCE/SUPPORT RENEWAL ONLY. Annual renewal for continuing maintenance and support of the Smart Roadside Inspection Systems (SRIS), Advanced License Plate Reader (ALPR), and Forward Looking Infra-Red Systems (FLIR) currently installed at DMV Motor Carrier Service Centers statewide. Renewal is for April 1, 2025 - March 31, 2026 and is available under existing contract 154:17-029.
Procurement	DMV Proc 2025: Xerox Equip Upgrade Printing Svcs

Name:	
Procurement Date	6/30/2025
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 7/1/25 - 6/30/30. This equipment includes: - Iridesse Production Color Presses (2) - B9136 Light Production Mono Printers (2) - Versant 4100 Mid Production Color Presses (2) - B9136 Light Production Mono Printers (2)
Procurement Name:	DMVProc 2024: Additional Dynatrace Licenses
Procurement Date	9/20/2024
Procurement Description:	This request is to purchase additional licenses for the existing Dynatrace deployment at DMV. Term is 09/20/2024 - 11/12/2025.
Procurement Name:	DMVProc 2024: Renew Software AG Product Licensing
Procurement Date	3/24/2024
Procurement Description:	Renew software licensing for various Software AG products that currently support DMV's core business processing solution, the DMV Citizen Services System. This is a 3-year renewal.