

MassDOT Registry of Motor Vehicles Driver's License and Identification Card Solution Contract #: 124441

November 15, 2023

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Overview

The Massachusetts Department of Transportation (MassDOT) conducted procurement to hire a vendor to provide a Driver's License and Identification (DL/ID) card solution and associated services for the Registry of Motor Vehicles Division (RMV).

RFI: Identification and Credentialing Services RFI issued August 2020

- Received responses from 7 interested vendors.
- Held virtual demonstrations November/December of 2020

RFR: Driver's License and Identification Card Solution published July 21, 2022

- Two rounds of questions from prospective bidders
- extended deadline for responses based on industry feedback
- Held multi-day product demonstration for PMT scorers & RMV/IT business leaders on October 17 & 18 of 2022; PMT scores indicated bid was viable
- Received one bid submission
- On December 1, 2022, MassDOT posted in Commbuys its notice of intent to award the project to Idemia
- Contract duration- five (5) years with two (2) options to extend
-two (2) years each for a total of 9 years

Scope of Services

Manufacture of Credentials, Knowledge Testing, Service Center Hardware

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Front Office Processing

- Cameras for customer image capture
- Document authentication & scanning
- Eye test equipment
- Signature capture pads
- Monitors, printers

Back-Office Processing

- Backoffice DL/ID card processing
- Biometric Identification software
- Issuance manager software to track processing

Knowledge Testing

- Knowledge Testing Q & A bank repository software
- Automated Testing Stations (ATS)
- Online permit testing
- CDL, Class D/M, Professional Driving Instructor tests

Credentials

- Card Design
- Card manufacturing
- Card processing
- Expedited mailing of cards

Additional Services

- Equipment installation, maintenance
- Employee training

Optional Services

- Mobile Workstations
- Continuing Education

Pricing Model – Overall Value Not to Exceed \$49,250,000

Implementation Fee & Price Per Card

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- Current contract and prior contract operated using a price per card manufactured fee model.
- Current cost is \$3.40/card
- Bidder requests \$2 million in implementation fees in new contract to be paid at agreed upon intervals prior to the new cost per card pricing taking effect; subject to SOW negotiation.
- Upon implementation of the new card design, estimated for fall of 2024, the new fee structure will implement; RMV is billed monthly for cards manufactured at that established rate.
- The initial contract duration is for a period of five (5) years. Fixed Based Cost per card is \$2.26; options could raise up to additional \$1.24 per card.
- Value of initial 5-year contract with all options is **\$28,250,000**
- Value of a 2-year extension is **\$10,500,000**
- Value of 5 years plus 4 years of extension **\$49,250,000**
- Variable card cost up to \$3.50/card manufactured; this cost may lessen due to final card design selection, hardware selection, and optional services selections.
- Cost model based on 1, 500,000 cards issued each year.

Request to MassDOT Board

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Staff request that the MassDOT Board authorize the Secretary of the Massachusetts Department of Transportation, or their designee, to award and execute MassDOT Contract 124441 titled “MassDOT Registry of Motor Vehicles Driver’s License and Identification Card Solution” with IDEMIA Identity & Security N.A. LLC in the amount not to exceed \$49,250,000.

Thank You

