

# STAFF SUMMARY

☐ Secretary Approval      ☐ MassDOT Board Approval      Prepared by: Niren Sirohi

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Contract No./Subject: 98566 Statewide/RMV Core System ATLAS Extension	Date Prepared: 08/22/2024
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## Implications

☒ Capital Budget      ☒ Operating Budget      ☐ Legal      ☐ Other

### **PURPOSE:**

The purpose of this Staff Summary is to request that the Board of Directors authorize and approve the Secretary/CEO, or her designee, to execute an extension to MassDOT Contract No. 98566 Titled Statewide/RMV Core Operational System ATLAS, for support and maintenance of the RMV core system, and other related services, with FAST Enterprises, for a sum not to exceed \$48,200,684 for a total duration, not to exceed, 5 years from the expiration of the current term (October 23, 2024)

### **TOTAL PROGRAM BUDGET:**

The Statewide/RMV Core Operational System ATLAS & program (excluding cloud hosting which falls under separate agreement, as described below) has a total program budget for the 5-year extension term of \$48,200,684, which includes the following:

Software License	\$10,118,903
Premium Maintenance Support	\$36,601,781
Batch Monitoring	\$850,000
SMS text messaging	\$630,000
<b>Total</b>	<b>\$48,200,684</b>

### **DISCUSSION:**

Below is some background information on the program and the current contract

#### **Background:**

The RMV's core operational system ATLAS supports all essential business processes for issuing and managing secure IDs, driver license services, vehicle registration and title services, law enforcement services, revenue and accounting services among others. ATLAS also is the backbone for interfaces with all our business partners and technology vendors: American Association of Motor Vehicle Administrators (AAMVA), Service providers for the RMV's electronic registration program, Insurance companies who provide auto insurance, MA Municipalities, RMV's driver license vendor IDEMIA, RMV's vehicle inspection vendor Opus and others. ATLAS is based on the implementation of a Commercial Off-the-Shelf (COTS) solution implemented by FAST Enterprises. FAST provides the software, premium maintenance support with dedicated personnel, and other related services.

Separately from this contract, in June 2021, we also signed a 5-year SaaS (software as a service) hosting contract with FAST Hosting Services, an affiliate of FAST Enterprises (contract # 114710). This transitioned the hosting of ATLAS physically from the Massachusetts Information Technology Center located in Chelsea, Massachusetts to a private cloud managed by FAST Hosting Services. The total program budget referenced in this Staff Summary for the 5-year extension term does not include hosting fees.

The COTS solution is configured specifically for MA and serves as the backbone of the Registry of Motor Vehicles business model. It enables our core transactions, provides critical information to our partners to ensure safety on the road, and is a significant revenue driver for the Commonwealth

In Fiscal 2024, the solution enabled

- 1.8M driver licenses, 4.4M+ vehicle registrations, and 1.7M titles issued

- 164M law enforcement inquiries, 226M insurance company inquiries, 5.6M vehicle inspections, and 78M AAMVA interface communications to ensure driver and vehicle information from other states was reviewed and vice-versa

In Fiscal 2023, the solution enabled the generation of \$2.92B in annual revenue across fees, inspections, sales, and excise taxes

To ensure the continuity of these critical services and enable innovation by implementing new transportation initiatives, the scope of services in this contract includes:

- **FastCore Software License** includes access to core product documentation, hotfixes, core product defect repair, service packs, and future version upgrades. FAST releases new software versions approximately every two years and releases software service packs roughly every three months.
- **Premium Maintenance Support** with 16 dedicated personnel from FAST who work in conjunction with internal IT resources to perform general maintenance, error corrections, changes, enhancements, and upgrades. FAST and MassDOT prioritize these maintenance tasks among the critical services. Maintenance support can also implement upgrades and service packs provided by FastCore Software License. MassDOT sets the priorities for FAST on-site personnel ensuring appropriate balance between maintenance and enhancements. During the extension term, FAST will bill hourly for Premium Maintenance Support services. Application Support resources will have no less than six months of experience. FAST and RMV will regularly review hour consumption to manage the budget throughout a given year. FAST may provide additional resources at no cost. The steady state distribution of the 16 personnel across levels is expected to be 1 Project Manager, 3 Architects, 4 Team managers and 8 Consultants.
- **Batch Monitoring Services (BMS)** provide proactive monitoring and resolution of ATLAS system operations. The BMS team triages batch stream issues to ensure escalation when project resources are required to resolve the problem. The team includes dedicated operators from the FAST Development Center in Denver, Colorado. Their responsibilities involve monitoring, triaging, escalating, and reporting on job streams and server updates.
- **SMS text messaging** that allows for messages to be sent directly to a customer's mobile number if they opt-in.

#### **Contract Term:**

The original contract was signed on Oct 24' 2016 for an initial term of five years with the option to extend the contract for an additional period of three years and a following five-year extension for support, maintenance, and other related services. Since that original contract we also signed amendments to include additional services including batch monitoring, SMS, transitioned maintenance support to a premium support model with dedicated personnel. This request is to pursue the five-year extension for support, maintenance, and other related services.

#### **PROCUREMENT:**

This request is not a result of a new procurement. On April 14, 2016 the MassDOT/RMV solicited qualified Bidders to respond to a procurement for replacement of the RMV's core operational system and to implement a Commercial Off-the-Shelf (COTS)/Modified Off-the-Shelf (MOTS) solution to support the RMV's new business model and the business processes. With this procurement the RMV intended to enter into a long-term license and professional services agreement with a vendor to implement and maintain this new core operational system.

As a result of the competitive bid process, FAST Enterprises was the selected bidder. At the time of the bid, FAST Enterprises had a proven solution operating in 6 states for Motor Vehicle systems and 9 states for Tax systems (Including MA Department of Revenue for Gentax). Today FAST operates in 23 states for Motor Vehicle systems.

This request is to extend the contract for support and maintenance of the core operational system ATLAS.

  x   There is no DBE goal associated with this contract for the following reason(s): The FAST agreement contains required spend with certified diverse businesses pursuant to the Commonwealth's Supplier Diversity Program

**FINANCIAL IMPACT/BUDGET SOURCE:**

Details of the financial impact by service are presented below. CPI was assumed to be 5%

<b>Software License</b> growing YOY at CPI	\$10,118,903
<b>Premium Maintenance Support</b> for 16 personnel at a blended rate of \$230 per hr with annual hrs per FTE capped at 1800 hrs based on historical usage. YOY growth at CPI	\$36,601,781
<b>Batch Monitoring</b> (fixed price per annum)	\$850,000
<b>SMS text messaging</b> (billed on monthly message segment count and estimated based on historical usage)	\$630,000
<b>Total</b>	<b>\$48,200,684</b>

**FUTURE ANTICIPATED AUTHORIZATIONS:**

Analysis will need to be completed to identify options for extending support and maintenance beyond October 2029.

**RECOMMENDATIONS:**

It is recommended that the Board of Directors authorize the Secretary, or her designee, to execute an extension to MassDOT Contract No. 98566 titled Statewide/RMV Core System ATLAS, with FAST Enterprises, for a sum not to exceed \$48,200,684 for a total duration, not to exceed, 5 years from the expiration of the current term (October 23, 2024), and to execute any necessary or ancillary documents in the name and on behalf of the Massachusetts Department of Transportation to effectuate this Agreement.

**COORDINATION WITH:**

Office of Diversity and Civil Rights  
Capital Programs  
Budget and Finance  
Legal Department  
[+additional departments, if needed]

**SIGNATURE PAGE:**

See Page [final page 4]

**ATTACHMENTS:**

Tab A – Vote [to be completed by Legal]

**RESOURCE/REFERENCE DOCUMENTS:**

Statewide/RMV Core System ATLAS, Amendment No. 7

## STAFF SUMMARY SIGNATURE PAGE

☐ Secretary Approval

☐ MassDOT Board Approval

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Contract No./Subject:  
98566 Statewide/RMV Core System ATLAS Extension

Date Prepared:  
08/22/2024

### Implications

☒ Capital Budget

☒ Operating Budget

☐ Legal

☐ Other

### RECOMMEND APPROVAL:

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[name]  
[Project Head]

### RECOMMEND APPROVAL:

\_\_\_\_\_  
[name]  
[Department Head]

### RECOMMEND APPROVAL:

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David Pottier  
Chief Financial Officer

### RECOMMEND APPROVAL:

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General Counsel

### RECOMMEND APPROVAL:

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Monica Tibbits-Nutt  
Secretary and CEO