


Date Submitted	Question	Answer
9/9/2020	Sharing Information with other States – we have a solution to address this challenge. It was mentioned in today's meeting that there were some specification documents that could possibly be shared. Can you send these documents along for us to properly prepare a response?	You may visit the link for State 2 State at https://www.aamva.org/State-to-State/ . Some sections on this link are for members only particularly for detail documentation but it should already provide some information. Detailed documentation may be requested from Venora Burgess vburgess@aamva.org
9/9/2020	for online vendors submissions that are due by Sept. 25th, has that URL been posted yet? I know that the slide presentation indicated it would be posted by close of business today.	Do an internet search for "DMV Vendor Day 2020" to get to the Vendor Day page that has the presentation and the recording
9/10/2020	During the Vendor day presentation Kathleen mentioned she would share Spec documents for Topic 5a upon request on how S2S is operating. This will allow us to craft our responses based on how the environment is architected. Is this something you can provide? 2.) If we have any further questions am I allowed to pose those to you or just respond based on assumptions? ADDITIONAL QUESTIONS: How will California DMV share data with the S2S Central site or Database (data dump,direct feed, Flat File ingestion)?What type of data base or storing mechanism does the S2S environment use for other states to look up information?Is this data in a structured or unstructured format when sharing with S2S?Is the only PII field DMV deems confidential the full SSN? Is sharing partial Social Security Numbers acceptable such as the last 4 or 5 digits?Will the S2S environment ever need access to a resident of California's	You may visit the link for State 2 State at https://www.aamva.org/State-to-State/ . Some sections on this link are for members only particularly for detail documentation but it should already provide some information. Detailed documentation may be requested from Venora Burgess vburgess@aamva.org Answer 2.) Feel free to ask and I'll try to get you an answer.
11-Sep	Topic 3 –Optimizing Drive Test Availability. Can you tell me more about your current system? Is it homegrown are you using a vendor facilitated solution? Would you expect a new solution to be a total replacement or an add-on? Is there any expectation, now or in the future, of this appointment system tying in with the appointment system in Topic 1? Is there an expectation of the same level of customer service as that in Topic 1?	Q-matic is our queueing vendor and appointment systems are made through the internet or by telephone. I expect this to be an add on functionality.

10-Sep	I believe you will be sending out the deck used, and providing a link (with instructions) to upload our idea's to help around the focus area's discussed. Can you confirm and when I can get the link to upload info and the deck	All of the information you need should be available at this link: https://www.dmv.ca.gov/portal/vendor-day-2020/ . Some items will be posted by COB Friday.
9-Sep	Hello, I don't see the link where I can complete my application for the 2020 pitch.	It will be available by COB Friday.
9-Sep	I heard at the end reassurance that the recording and all Q&A would be posted but not sure where that location is. I apologize for being one of many to ask this repetitive question and greatly appreciate your time and support on the topic.	All of the information you need should be available at this link: https://www.dmv.ca.gov/portal/vendor-day-2020/
9-Sep	Our solution is a new innovative way to instantly provide valid proof of auto insurance when registering a vehicle, reinstating driver's license, during a routine traffic stop, renting or buying a new car, uber and lyft drivers, and even during traffic court to more accurately impose fines on violaters driving without auto insurance. This is a great new system that will generate \$10's of millions of dollars for the state of California. Simply request proof of insurance from the driver and your able to swipe  their magnetic stripe issued auto insurance card that will return and instantaneous response as valid or invalid.	Provided Vendor Day News Release
2-Sep	Should DMV partners be prepared to submit their ideas on 9/9, or will another date be provided for submission of ideas?	From the DMV website: https://www.dmv.ca.gov/portal/vendor-day/ Following this creative session, interested suppliers will be invited to submit ideas/solutions that address the objectives above. Once submissions are received, direct invitations will be sent inviting a selected group back to formally present their ideas on how to best achieve one or more of the detailed objectives to the entire team. The "pitch date" has not been set but is tentatively planned for early November.
31-Aug	I'm developing a product that would support to the DMV's modernization goals. But I need input from the DMV's modernization team. How can I contact the right person for this? Question 2: Thank you for the info. If I'm unable to attend, will the event be recorded for playback after?	Please find attached information regarding our upcoming Vendor Day Event. Answer 2: I have confirmed the event will not be recorded for playback.
31-Aug	Will you also have a DMV customer day for schools and others who require your services?	There is nothing planned at this time.
14-Sep	I understood the url link for vendor submissions would be posted last week. I didn't see it on the news release page, is it posted elsewhere?	You should be able to find everything you need at the link below. https://www.dmv.ca.gov/portal/vendor-day-2020/

14-Sep When I try to log back into the application for Workforce Scheduling Optimization and asked to sign in using existing account, I am getting an error that the email has already been taken (email I used to sign-up) and it's not letting me back into the application process?

Please send your questions to support@cityinnovate.com

15-Sep Before preparing an application related to Managing and Optimizing Call Center Workloads, it would be helpful to know more about authentication for inbound calls and inquiries. 1.) What is your current methodology for authenticating inbound calls and inquiries – please specify per channel (call, chat, etc). 2.) If a service representative is involved in authentication, approximately how much time does it take for the service representative to authenticate the customer? 3.) Do you use a trusted caller flow where authenticated callers seamlessly get routed to a service representative and risk is routed to more experienced agents (similar to TSA Pre Check for flights)? 4.) On average, how many inquiries per month require authentication? 5.) What authentication standards do you adhere to? 6.) Is your current platform cloud based? If so, is it Fedramp certified? 7.) Would you like to increase the percentage of calls managed by automated IVR (currently at 73%). Please explain why or why not. 8.) If you could authenticate within the IVR (in pre answer mode), what additional self service transactions could you offer customers and can you provide an estimated volume of additional transactions that could be managed through the IVR? 9) Slide 29 shows 2.9M inbound calls in August of which 73% were supported by the IVR.

1.) Manual (compare 3 points of data from the customer to DMV database) 2.) Yes – 1-1.5 Min. 3.) No 4.) Call – 90% approximately Chat – 20% approximately 5.) 3 Data points (DL, Address, Biometrics, DOB) 6.) Cloud based – not Fedramp certified 7.) Yes. 8.) Duplicate Title (Non receipt) Duplicate DP Placard ID Card (Non receipt) 9) Of the 365,408 calls that we answered in August 2020, we estimate that we authenticate the customer in 90% of those calls. Correct, 90% of the 800Kcalls.

Does the 90% rate cited in the answer to #4 below apply to the remaining 27% of calls (~800K calls per month/9.6M per year) require authentication?

15-Sep . It would be great to know what kind of technology is already being used by DMV. For example, what kind of technologies and platforms does the industry need to tie into? Any details or insight on this would be very helpful and beneficial for the vendor community to know.	Appointment System - QMATIC Managed Services Platform Call Center - Verizon Contact Center and Nice InContact, Salesforce Gov Einstein Platform DMV Core Platform - IBM Z/OS, DB2 (VSAM data format), DB2 Relational Database, Assembler Code to manage VSAM format, COBOL Copybooks for some transaction data processing, IBM CICS, IBM EDL for Technician User Interface for Vehicle Registration, IBM IIB, Adabas Natural for limited billing applications, Oracle ESB for Accounting, IBM Websphere/Java for Driver Licenses technician UI and Online applications, Wordpress for the Website, React.js/node.js/OAuth for online Driver Licenses Application Request, AWS Gov Cloud for most cloud workloads, Azure AD for Identity Federation, IBM Federated Identity. Tableau for Data Analytics, Snowflake for shared datawarehouse,
9/15/2020 if selected for Vendor day presentation, what would be the expectation from solution perspective? Walking through the Solution in ppt format or showing a working prototype?	Upto the vendor. This is their opportunity to pitch and create the most impact with the high profile state executives.
16-Sep May I receive the list of vendor challenges from Vendor Challenge Day? I wrote down a few challenges, but would like to review all of the challenges, if at all possible.	Rachel, please visit www.dmv.ca.gov/portal/vendor-day-2020/ for the presentation used and the recording etc..
9/15/2020 1. Can you confirm total number of users and employees so that we can best determine cost range. 2. What technology are you currently utilizing to address your scheduling? 3. What are your current integration requirements and needs?	1 - Employees - 10,200, Users (Monthly)- 1M online, 2M Field office 2 - Technology - None 3 - Integrate with Oracle EBS and external systems (State Comptroller Office for timesheets), Active Directory Integration, elearning system/Blackboard (with skills matrix)

<p>9/15/2020 Can you provide a current architecture diagram and systems for HR, Budget, Payroll, and your Transactions systems so we may understand integrations necessary for scope of work?</p>	<p>The modules we have installed are below for HR. We do not use a separate system for Budgets and key in budgetary allotments into the Oracle Administrative Financial System (AFS) and also key into Fi\$Cal (Peoplesoft) for the Department of Finance. We also enter the time data into State Controller's Office (SCO). If so we can get that from Tina's team. Oracle AFS includes the following modules:</p> <ul style="list-style-type: none"> •Human Resources: HR •Oracle Position Management: OPM •Oracle Time and Labor: HXT, XXHR <p>Transactional Systems:</p> <p>Appointment System - QMATIC Managed Services Platform</p> <p>Call Center - Verizon Contant Center and Nice InContact, Salesforce Gov Einstein Platform</p> <p>DMV Core Platform - IBM Z/OS, DB2 (VSAM data format), DB2 Relational Database, Assembler Code to manage VSAM format, COBOL Copybooks for some transaction data processing, IBM CICS, IBM EDL for Technician User Interface for Vehicle Registration, IBM IIB, Adabas Natural for limited billing applications, Oracle ESB for Accounting, IBM Websphere/Java for Driver Licenses technician UI and Online applications, Wordpress for the Website, React.js/node.js/OAuth for online Driver Licenses Application Request, AWS Gov Cloud for most cloud workloads, Azure AD for Identity Federation, IBM Federated Identity. Tableau for Data Analytics, Snowflake for shared datawarehouse, </p>
<p>9/16/2020 Hi, I have submitted to the DMV Challenge Workforce Scheduling Optimization. I was wondering what is the timeframe for the results of the challenge?</p>	<p>About two weeks after the deadline</p>
<p>9/17/2020 Where is the location for in person "Pitch Day" in mid-October 2020?</p>	<p>It will be virtual</p>
<p>9/17/2020 1.) Can you confirm the total number of users and employees so that we can determine estimated cost ranges? 2.) What technology are you currently using to address your scheduling? 3.) What are your integration requirements and needs?</p>	<p>1.) I do not understand the definition of "users" but total employee count is over 10,000 2.) We currently are not using any technological solution for scheduling. 3.) DMV currently utilizes an Oracle System and has the below modules installed. We would like the system to integrate into Oracle to update the appropriate data. Oracle AFS includes the following modules:</p> <p>HumanResources: HR OraclePosition Management: OPM Oracle Timeand Labor: HXT, XXHR</p>

9/16/2020 Please see a set of questions below for the challenge on "Sharing Information with Other States (Near Term)": What are the issues with current PDPS implementation at DMV? Is the objective behind this challenge to create and maintain a current local copy at CA DMV of all pointers to out-of-state violations of CA license holders and eliminate the call to PDPS with a direct call to the State where violations happened? If the answer to #2 is a yes, does DMV intend to take proactive steps anytime a new out-of-state violation is identified or continue to access the local copy when an event trigger of DL issuance, renewal request etc. occurs? Does the request / response format of the initial download and subsequent updates of PDPS data follow a fixed length file format? Is the "PD02 Batch Inquiry" Transaction used for this purpose?

The challenge is that the reporting State may update the PDPS system but the home State (DL holder State) may not query for a violation till an event like a renewal happens. This means a Driver may be driving with a serious violation in another state. The objective is to be able to do a periodic full match of all 28M drivers in California against the 53M records in PDPS then reach out to the reporting State for more details. This will allow us to remain up to date with all the drivers. Alternatively, we can use technologies to "predict" drivers that we should match more often with PDPS for potential violations. Goal is to help PDPS enhance their systems to facilitate a large data match for all the states (beyond California) or to provide states with a way to narrow down the population to ask for matching. See the vendor day presentation for some limitations on PDPS side. Vendor may propose a solution that takes away any perceived limitation in a legacy Oracle database system. The format for the current matching can be provided but is not relevant for coming up with an innovative solution.

9/21/2020 I wanted to inquire about the RFI posted for DMV Challenges: 1.) Is the questions due date September 23, 2020? I noticed the due date posted on each individual challenge page, but not on the procure link above. 2.) Would any possible solicitations that result from this RFI be one solicitation for all the challenges or each challenge would receive its own solicitation? 3.) Do you happen to know the estimated funding source, or budget for each project? 4.) If so, has funding for an RFP been secured? 5.) Is this a new requirement? Or is there an incumbent vendor providing these services? 6.) If there is an incumbent, would you be able to provide the contract number, vendor name, and term of the contract for each? 7.) Is there a timeline for an RFP to be released? 8.) If not, what steps are expected to make a decision on releasing an RFP? 9.) Finally, is there any way the procurement department/or the issuing department and their operations are being impacted or anticipated to be impacted by the current coronavirus pandemic?

1.) September 25th 11:59PM 2.) It is possible. All depends on the final pitches and proposed ideas that we believe we need to move forward with 3.) Funding depends on the final pitches and proposed ideas that we believe we need to move forward with 4.) No 5.) Please review the current Q&A and session recording for specific topic areas to get answers to these questions 6.) Please review the current Q&A and session recording for specific topic areas to get answers to these questions. Regarding contract number and contract terms, a PRA may be needed. 7.) No 8.) All depends on the final pitches and proposed ideas that we believe we need to move forward with. All the problem statements shared, while very important, have different timelines and urgency levels. Actionability of the solutions proposed is going to drive the next steps 9.) All operations are impacted due to pandemic

9/24/2020 Please confirm that submissions are due at 11:00 AM PST on Friday, September 25th 2020

From the DMV website: <https://www.dmv.ca.gov/portal/vendor-day/> The application can be saved and returned to at a later time (click the "Finish this later" link in the header). Applications can be edited until the deadline on September 25, 2020 at 11:59 p.m. PST. No changes will be accepted after the deadline.

<p>9/23/2020 What technology is in place today to provide scheduling for Field office and appointments? Qmatic is our vendor and DMV uses their scheduling platform. What type of integration exists today with Auto clubs and other Partners who provide services ? LU2, LU6.2, UNI, HATS, Direct access to 3272 terminals. Is ID.me your preferred identity provider ? Id.me is not an identity provider except for its use in driver's license application login and document verification. DMV has an internal identity management system for all the online applications with an identity proofing service managed by an external proofing service.</p>	<p>What technology is in place today to provide scheduling for Field office and appointments? Qmatic is our vendor and DMV uses their scheduling platform. What type of integration exists today with Auto clubs and other Partners who provide services ? LU2, LU6.2, UNI, HATS, Direct access to 3272 terminals. Is ID.me your preferred identity provider ? Id.me is not an identity provider except for its use in driver's license application login and document verification. DMV has an internal identity management system for all the online applications with an identity proofing service managed by an external proofing service.</p>
<p>9/23/2020 Grant StreetGroup would like to submit the following questions related to the Workforce Optimization Challenge. Can you provide additional details on the presentation format if our firm is selected to move forward (e.g., length of time, who would attend from the DMV, will it be conducted virtually or in person)? What data does the DMV have on historical customer demand and how does it plan to make it available to vendors? 3. Does the DMV useQMatic for walk-in customers?</p>	<p>3.) Yes, we issue non-appointment queue tickets to walk-incustomers.</p>
<p>9/23/2020 Will there be a process to listen in to the pitches, even ifnot pitching? Even if I and others cannotlisten in- I support the pitch day idea and hope you will have more in thefuture.</p>	<p>There is no listening it. Allthe sessions will be private.</p>

<p>9/22/2020 For Topic 1 –Appointment Strategies for field offices. 1) Could you please share the As-Is process flow and system flow diagrams with corresponding details? Please provide documents, flow diagrams and relevant information. 2) For the information above, please provide details on variations for all field offices, if any. For Example, is the process similar (universal) for all field offices or varies between field offices? 3) Please provide details on the technology/process landscape currently in place and any future directions already decided (Thought process/discussion and agreement on processes, technology, workflow and approach). 4) Are you expecting the solution to be tailored for normal and/or COVID (exceptional) situations? 5) In the Appointment Strategies for Field Offices challenge, you have listed “Requirements and Outcomes”. Is there any order of prioritization with regards to urgency/impact? 6) Do you have data on any research or analysis done with respect to customer experience? For instance, the top reasons why DMV customers visit the field offices, demographical data on customers (eg. Are they tech savvy/ESL etc)</p>	<p>1) We do not have more details to share outside what we provided during the Vendor Day presentation in this Market research Phase 2) Process is very similar for all "public" field offices and is really the scope of this problem statement. 3) We use QMATIC queuing system, operational dashboard and analytics reporting to manage the appointments and queues. Our website uses REST API Calls to QMATIC for appointment setup. We open up a "rationed" slots of appointments using QMATIC operations dashboards per office. 4) Normal (COVID may be the new normal for the next one year) 5) All the items need to be addressed ideally. We will take partial ideas as well 6) We have some personas information but limited to only Driver License transactions. We can share that information if your idea is selected. You may visit the DMV website Research and Reports as well https://www.dmv.ca.gov/portal/dmv-research-reports/</p>
<p>9/21/2020 Are vendors allowed to submit our response to the topics via a microsite if they comply with the word counts dictated for each question and also submit the application form to remain compliant?</p>	<p>Microsite may be used as a supplemental resource but we need the responses on the challenge site application form for internal efficiency reasons. We will be receiving a large volume and our reviewers need consistent way of reviewing. This is not a formal procurement but market research so compliance is not a factor however you are likely to be noticed by, at a minimum, submitting via the requested means.</p>
<p>9/21/2020 We are preparing to submit an application for the Managing and Optimizing Contact Center Workloads project at CA DMV. In starting the application, it appears that you have to answer each page of questions before advancing to the subsequent pages to complete. I'm wanting to pull together the right people internally to provide answers. Is there a way to see all of the questions on the application up front so I can get a better understanding of the information we need to pull together? Also, if we submit a page of answers before submitting the entire application, can we go back and edit if needed? I.e. we answer the questions on the first full page covering company, concept, solution and approach, save and continue, but then realize we want to update one of the answers on that page, can we go back edit?</p>	<p>Please contact support@cityinnovate.com with your question.</p>

9/21/2020 Topic: Challenge: Appointment Strategies for Field Offices
1.) This challenge, although complex, will be made far simpler by putting data to good use, and by making smart observations of DMV's existing data to build a targeted solution. We intend to propose a data-informed solution, which will become increasingly optimized over time, as each field office's experience data grows over time. To start, we propose to build a model that uses 2 years of DMV experience data. This allows us to understand pre-COVID patterns as well as recent patterns. Could you please send us the following small file: ColumnA: field office ColumnB: month ColumnC: total # of slots originally available to be booked ColumnD: total slots booked by customers ColumnE: total appointments completed (i.e. not cancelled) after being successfully booked 2.) We anticipate ~4000 rows (24 months, all field offices) X 6 columns, a small file with very big impact for starting to solve this challenge for DMV. Is quantified data available on the bot problem and the staffing level problem, which you cite in the background paragraph? For example, do you have data on how many appointments have been reserved illegally by bots? Or an estimate, if not hard data? And data showing the staffing level problem you cited? 3.) The graphic in your slide depicts system actions including generating confirmations, generating reminders, and giving a mobile pass for appointment queue. Do these elements exist already in a DMV system, and you're seeking a more optimized way to use those existing elements, or do those elements not exist, and you're seeking a solution that

Topic: Challenge: Appointment Strategies for Field Offices - 1.) This information is not readily available. 2.) We do not have this information readily available 3.) No concerns. Please provide your thoughts in your solution. Topic: Challenge: Sharing Information with Other States (NearTerm). 1.) Please refer to the Vendor day website to follow instructions on how to request content form AAMVA directly.

9/14/2020 One of the questions I asked was about the technology stack used by DMV and there was a reference to last years presentation. Can I get a link or copy of the materials as we are reviewing our potential solutions for the problem statements presented this year?

All available materials and information are located at this link:
<https://www.dmv.ca.gov/portal/vendor-day-2020/>

9/18/2020 > *General questions*> > - How many people visit a field office on a given day at a typical > urban office and at a typical rural office?> > > <It was noted that there are 1.9M customers per month, of which 469K > are those who booked appointments (this represents 25% of the total > volume, not the allotted 35% for booked appointments). Is that > correct?>> > > > - What are the typical wait times of someone with an appointment and > of a walk-in (if different) to meet with a DMV agent?> > - What is the average duration of customer interaction with a DMV > agent?> > And how many transactions on average does one interaction represent?> > > *Topic 1: Appointment Strategies for Field Offices*> > - Based on the available web analytics that DMV has, what % of people > leave the appointments page without finalizing an appointment > (especially from urban areas/offices)? Where did they go next, and how > much time (on average) did they spend on the appointment page before > leaving?> > - What information is sent in the current appointment reminder and how > does it support appointment readiness?> > - What percentage of customers leave an appointment without meeting a > DMV agent to complete their transaction(s)? Is there any followed up > conducted with them? If different, what percentage of walk-in > customers leave before meeting a DMV agent?> > > *Topic 2: Workforce Optimization*> > - Does the DMV have a competency map/matrix for the key skills that > each center job requires? How is this managed?> > - What system is used

Here is a partial response to your inquiry. *Topic 4: Managing and Optimizing Contact Center Workloads*- What is the current method for caller authentication?A: Agent authenticates customer over the phone - 3 point verification (DOB, DL#, Biometrics, etc.) - What is more cost-effective, calls, or online chat?Why?A: Chat for general inquiries - Agents can chat with 3 customers at one time for general inquiries. Phone for inquiries requiring authentication. - How do the 6 minutes 47 seconds break down? i.e. caller authentication, obtaining the information needed, completing the transaction/request, and ending the call? Any understanding as to the reason for the increase from 5min 12 sec (pre-COVID)?Estimated -Greeting – 15 seconds Listen to customers reason for call to obtain information- 1 minute Running record- 30 seconds Caller authentication- 30 seconds Research record-2 minutes Respond with information to customer- 1 minute Follow up by customer- 1 minute Options and closing- 30 seconds -What are the top transactions/requests from calls (what percent do each of them represent)? Which of the requests could/should have been completed through the Smart Assistant, Internet, or online chat? Which transactions/requests require human interaction?A: Pre-Covid the contact centers did not have Virtual Field Office ((VFO), as VFO deployed to the contact centers the calls generally took a minute longer to go into Salesforce system to provide info to the customer. In addition, an increase in calls for DL Applications status, VIP suspensions (vehicle insurance program), Vehicle registration fees & renewal status, and license sales/transfers occurred. These calls generally take longer to review the record due to the complexity and research needed. More partial response: *Topic 2: Workforce Optimization*- Does the DMV have a competency map/matrix for the key skills that each center job requires? DMV – There are duty statements for each position with the state that identifies required duties but we do not have a competency map/matrix developed. - What system is used for time and attendance and scheduling? And what % of offices are using them? DMV – The department uses an Oracle based time and labor application in which time keepers input the data into Oracle for all employees. The Oracle modules used are as follows: Oracle Administrative and Financial System includes the following modules: Human Resources: HR Oracle Position Management: OPM Oracle Time and Labor: HXT, XXHR - What are the most significant pains with workforce optimization? e.g. manual scheduling, knowing which employee is skilled for a role that needs scheduling, managing time off of employees, managing schedule change requests, DMV – Since it is manual, it creates