

# Driver License Security Software (DT220010)

State of Arizona – Arizona  
Department of Transportation  
Project Investment Justification (PIJ)

Date of ITAC: September 21, 2022



## Agency Vision

*Moving Arizona. Becoming the safest, most reliable  
transportation system in the nation.*

## Agency Mission

*Connecting Arizona. Everyone. Everywhere. Every Day.*



# Team Introduction

## Roles Present at ITAC

- Steve West - ADOT Chief Information Officer
- Catherine Dickert - ADOT IT Project Manager
- Thomas Branham - ADOT ISO

# Project Introduction

## Stated Operational/Business Issue

The Enforcement and Compliance Division (ECD) unit utilizes NEC as a fraud prevention, fraud detection, business integrity, and risk mitigation tool. The software automates the process of photo image matching and is designed to determine whether the person shown in one Motor Vehicle Department (MVD) photograph is likely to be the same person shown in another MVD photograph. The existing NEC contract expired November of 2021. The ECD unit is pending a finalized maintenance contract that will cover support for FY23 with an option to extend an additional year, if needed. The team will upgrade the NEC software system to the Azure Cloud.

## Benefit to the State Agency and Constituents

Upgrading or replacement of the current software system will continue preventing fraud in the MVD process by allowing the following:

- Improve detection of, and faster reaction to fraudulent activity
- Increased credential issuance security
- Enhanced identity security for Arizona citizens
- Greater deterrence to future fraudulent identity activity

The replacement will also allow searches and modifications via the web client, which would eliminate the need to have employees come into the office after hours or on weekends. Lastly, the new upgraded software will provide faster and more reliable services to our law enforcement and government agency partners.

# Proposed Solution

## Overview of Proposed Solution

The proposed solution will be a software-as-a-service solution (SaaS). ECD is looking to upgrade a program management software that includes: 1) conversion of all images, 2) software customization 3) interface to ADOT, 4) program management 5) training, and 6) documentation.

Delivering a system upgrade SaaS solution that will provide the following:

- Provide database updates
- Improve service support
- Include network services (testing, troubleshooting, logging, monitoring and alerts)
- Improve security
- Incorporate a disaster recovery site (a feature that is not an option in the current system)
- Provide a test system
- Include training

This upgrade also assists the MVD/Authorized Third Party offices by allowing enhanced image quality with customers wearing headgear for medical/religious purposes, glasses, and facial hair, thereby reducing customer notifications to return to the issuing office due to an unacceptable image.

# Proposed Solution

## Due Diligence and Method of Procurement

- Solicitation was released through competitive RFP on February 10, 2022
- Solicitation closed on March 17, 2022 with Three (3) Offeror Responses
- Proposals received by: DATAWORKS PLUS, LLC, MORPHO USA INC., and NEC CORP OF AMERICA
- An Evaluation Committee consisting of Faith Contreras, Brian Eckenboy, and Jessica Byrd held evaluations for approximately 12 weeks where negotiations took place and concluded on July 21, 2022
- The Contract was awarded to NEC CORP OF AMERICA on July 25, 2022

# Project Responsibilities

## Identify Proposed Solutions Responsibilities

### Agency

1. Requirements Definition
2. Data Validation
3. MAX -> NEC Integration
4. Functional/Factory Acceptance Testing (FAT)
5. System Testing
6. End User Training

### Shared

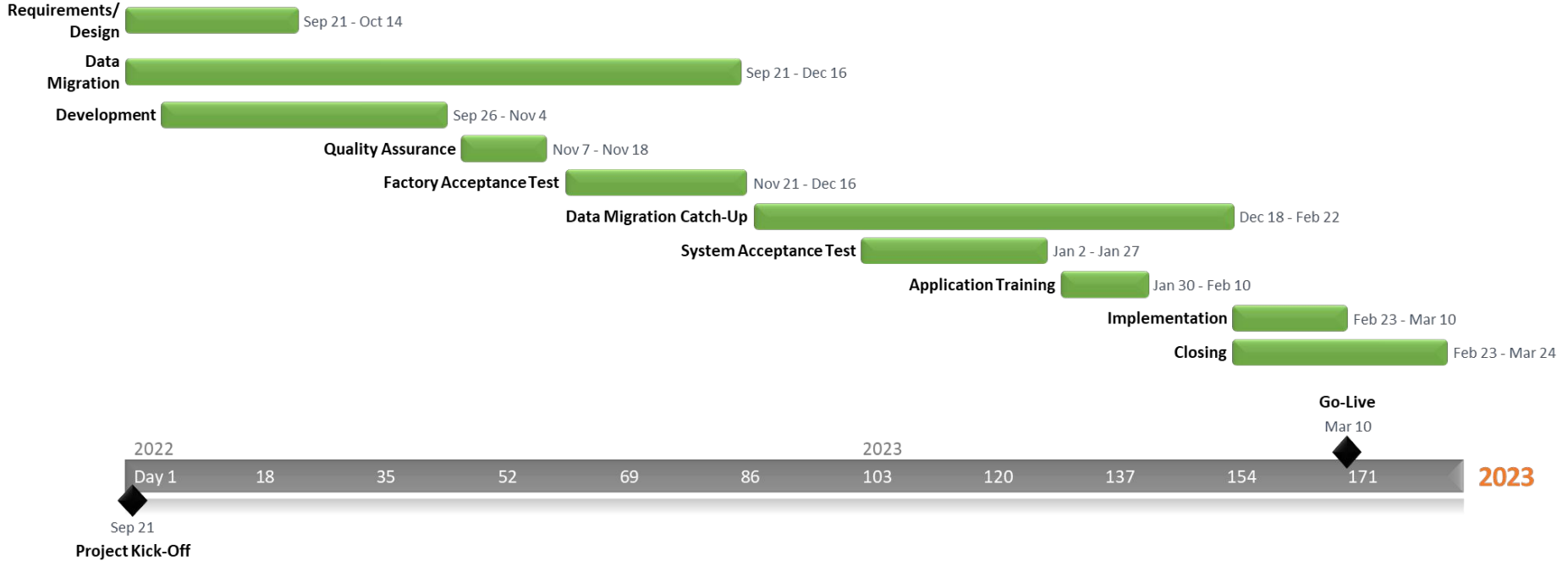
1. Ensure Security Requirements are met
2. Documentation of System Use
3. Project Management

### Vendor/Contractor

1. NEC Upgrade Implementation
2. Data Migration to AWS
3. Provide Test Environment
4. Disaster Recovery
5. Admin Training
6. Application Support

# Project Timeline

Identify timeline for Proposed Solution



# Project Costs

Project Costs by Category	FY23	FY24	FY25	FY26	FY27	Total
Professional & Outside Services (Contractors)	\$348,600.00					\$348,600.00
Hardware						
Software	\$950,684.40					\$950,684.40
Communications						
Facilities						
License & Maintenance Fees			\$192,765.00	\$193,443.75	\$193,260.22	\$579,468.97
Other Operational Expenditures (Annual Hosting)		\$165,000.00	\$165,000.00	\$181,500.00	\$199,650.00	\$711,150.00
<b>Total Development</b>	<b>\$1,299,284.40</b>					<b>\$1,299,284.40</b>
<b>Total Operational</b>		<b>\$165,000.00</b>	<b>\$357,765.00</b>	<b>\$374,943.75</b>	<b>\$392,910.22</b>	<b>\$1,290,618.97</b>



# Financial Impact (If Applicable)

## Breakdown of Financial Impact

Project Development Funding	
Base Budget - Available	\$2,589,903.37
Base Budget - To Be Requested	N/A
APF Budget - Available	N/A
APF Budget - To Be Requested	N/A
Other Appropriated - Available	N/A
Other Appropriated - To Be Requested	N/A
Federal - Available	N/A
Federal - To Be Requested	N/A

Total Development Project Funding	
Available Budget	\$1,299,284.40
To Be Requested Budget	N/A

Operational	
Proposed 4-Year Operational Cost	\$1,290,618.97
To Be Requested Budget	N/A

# What Success Looks Like

## Measures of Success

- a. The new software will increase productivity providing a SaaS solution.
- b. The internal customer service will be impacted allowing software improvements between facial recognition and MAX (MVD software).
- c. The new software will provide technology upgrades since our first deployment was over 5 years ago the new platform should increase productivity and eliminate waste.

# Q & A Session